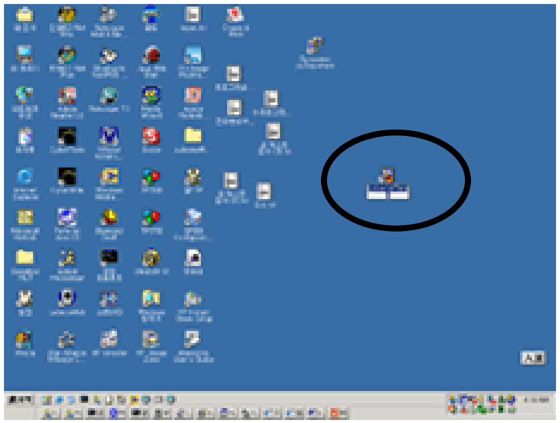
Cybernet Retail POS Manual

Printer Sheet Size: 3 1/8” thermal

< Store Front>

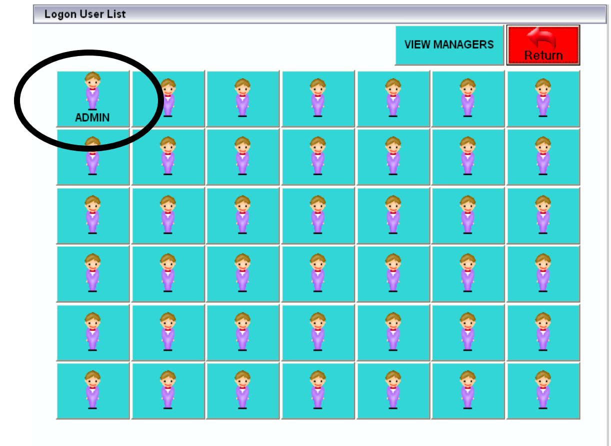
1. Program Basic

1. 1. Starting Program

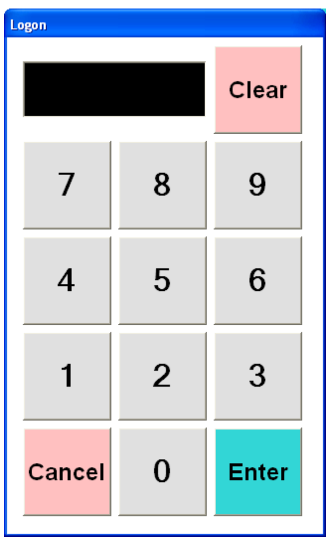


Click Retail from Desktop.

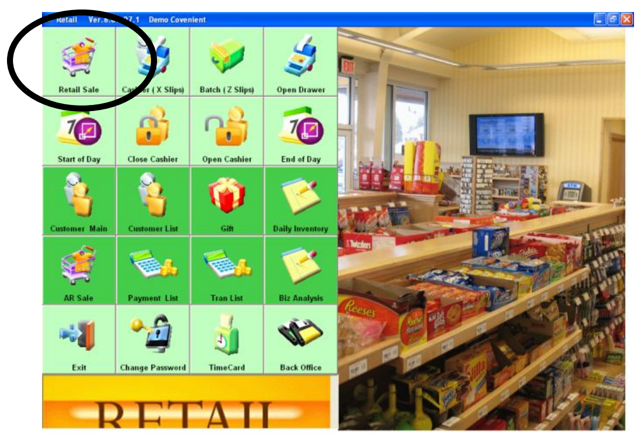
Press [Start].



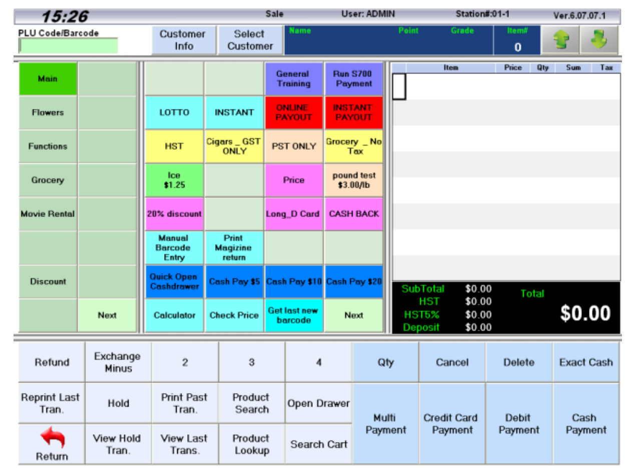
Select User ID. Click [Admin] for demo.



Enter User password.
Password is [1] for demo.



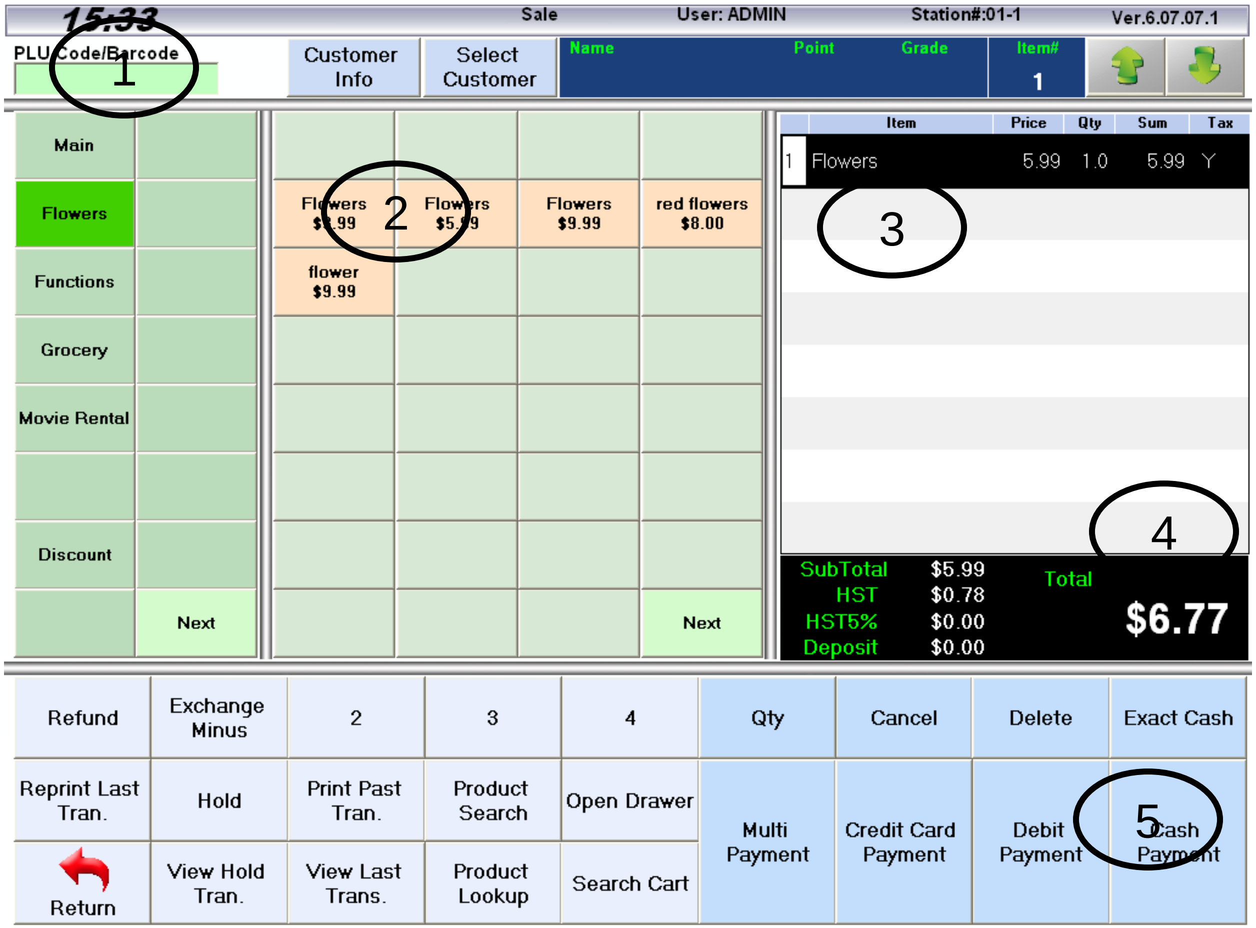
Main Menu will appear.
Click [Sale] to start sales.



Select default price. Can start sales after seeing screen above.

1. Program Basic

1. 2. Sale Screen



(1) Barcode input area

(2) TS Lookup goods

(3) Shopping Cart

(4) Total Including Tax

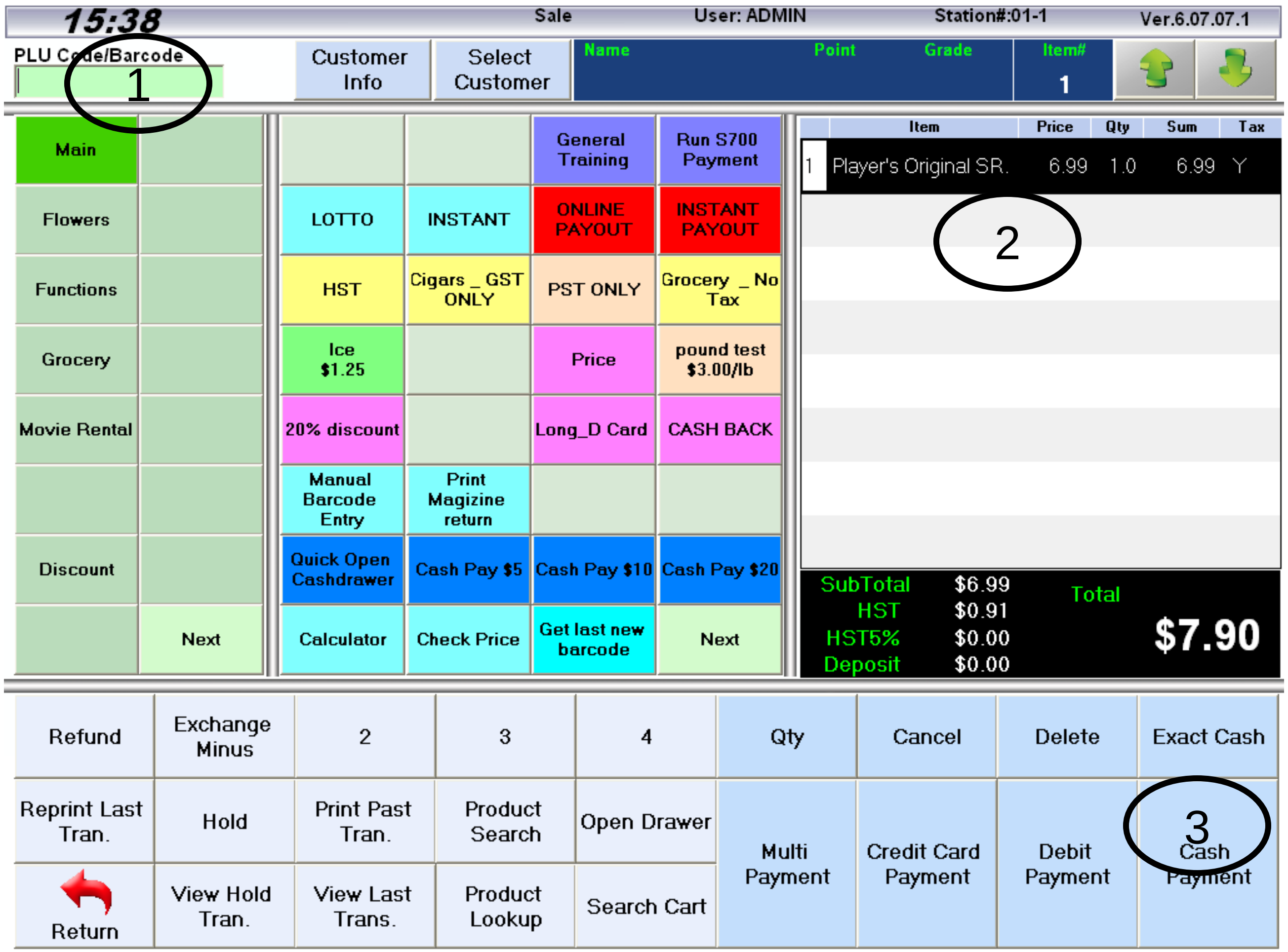
(5) Payment

Goods Selection can use up to 4 methods

1. Using Barcode
2. Using PLU Code
3. TS Lookup Menu
4. Category Sale

1. Program Basic

1. 3. **Selling Goods with Barcode**



(1) Scan Barcode
- Or type in PLU code and press enter.

(2) Selected goods are put in shopping cart.

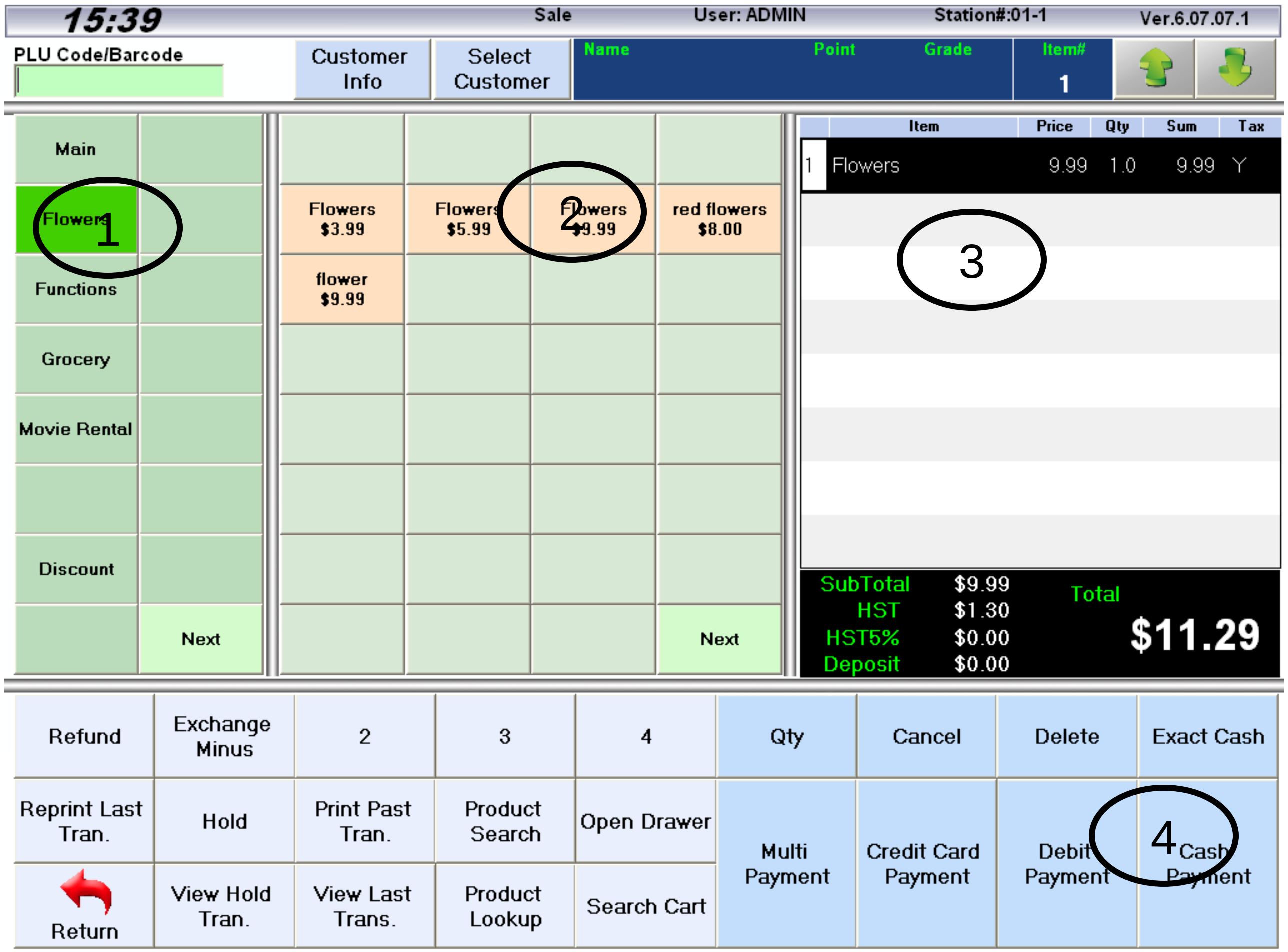
(3) Click payment. Can be paid with:
- **Cash**
- **VISA**
- **MasterCard**
- **American Express**
- **Debit**

(4) Print Receipt.

- If paid with cash, screen will indicate the amount of change needed
- If paid with cash, cash drawer will automatically open
- In case of credit card, can immediately end process with One Touch
- Can either set Cash drawer to open or not open when paid with credit card (Determined by store policy)
- Can either print or not print automatically (Determined by store policy)

1. Program Basic

1. 4. Selling Goods with No Barcodes



(1) TS Category Selection

(2) TS Good Selection

(3) Selected item put in shopping cart

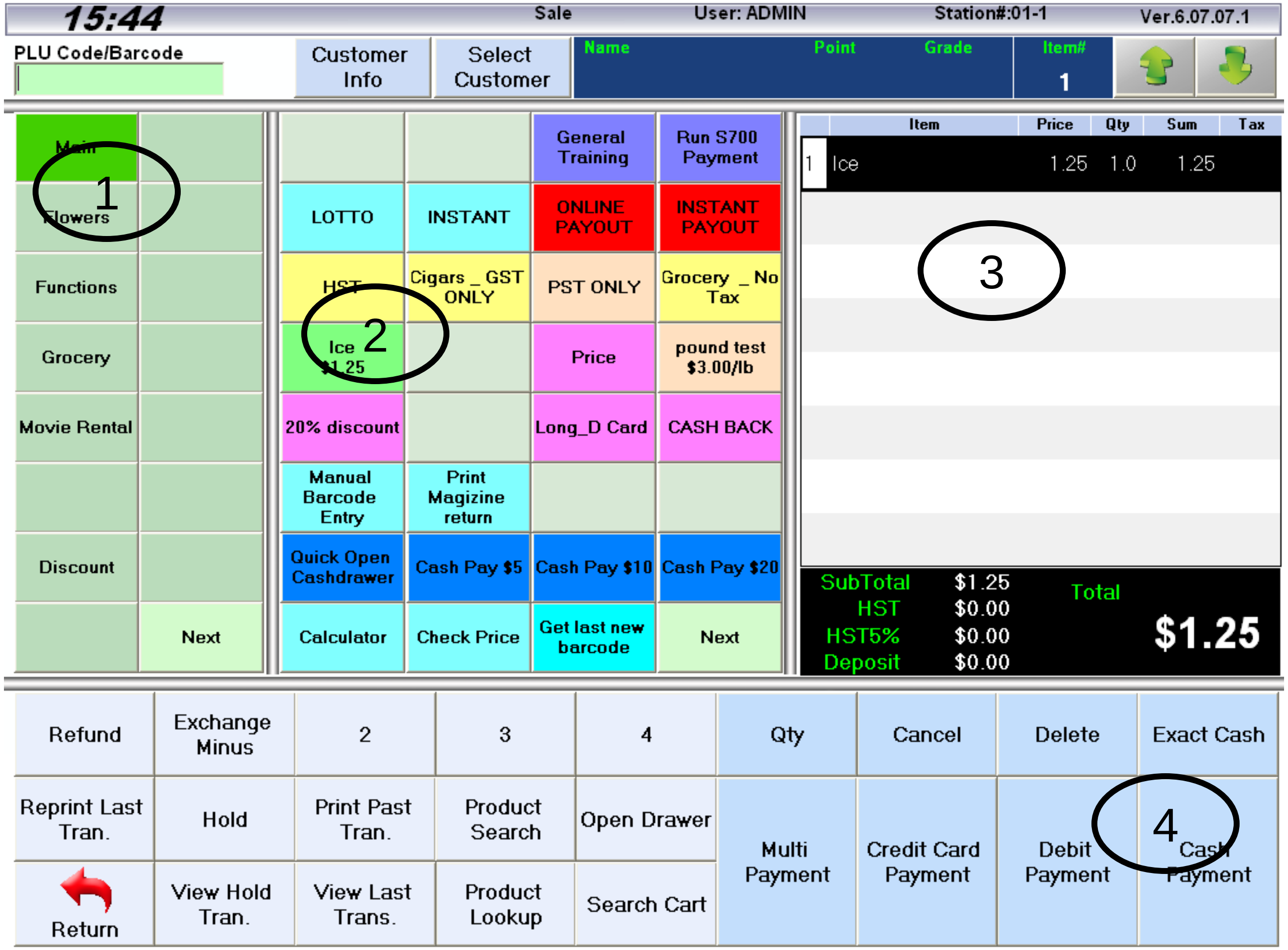
(4) Click Payment

(5) Print Receipt

- Use TS(Touch Screen) Lookup for goods with no barcodes
- If Touch Screen is unavailable, can use normal mouse instead
- TS Lookup items can be entered from back office

1. Program Basic

1. 5. Cash Register Style Sale



(1) Select TS Category

(2) Select TS Item

(3) Clicked item is put in shopping cart.

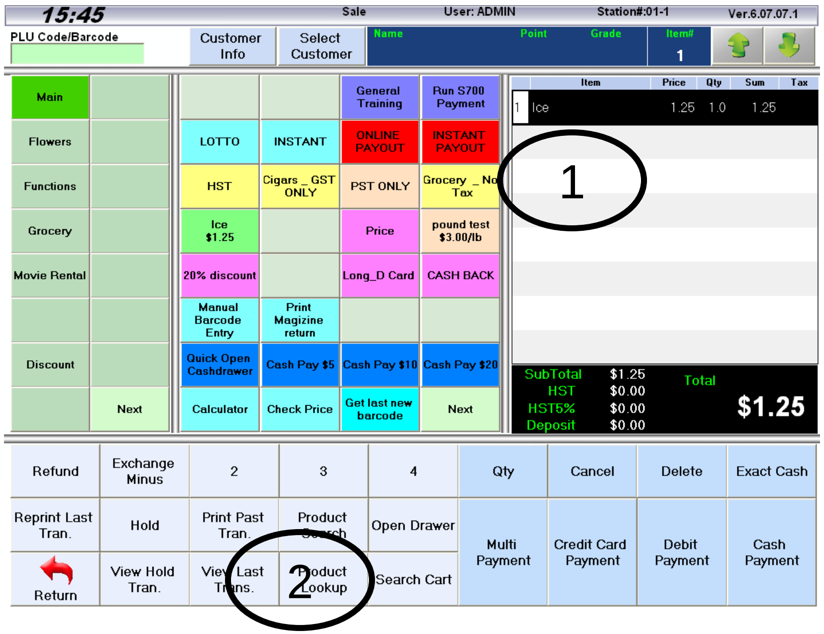
(4) Click payment

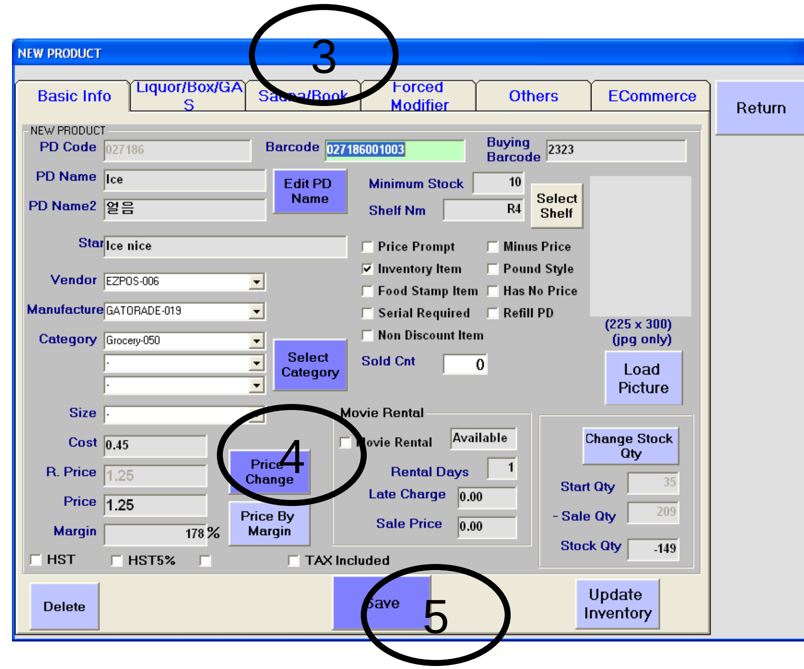
(5) Print Receipt

- If an item is not in database yet, can use cash register sale
- Will always ask for price
- Cash register category will correspond with TS category
- After product is put in database, more efficient to not use cash register sale
- Can also be used in cases where product barcode is not available

1. Program Basic

1. 6. Changing Price





(1) Select item with price you want changed

(2) Click [Product Lookup]

(3) Product Window will pop up

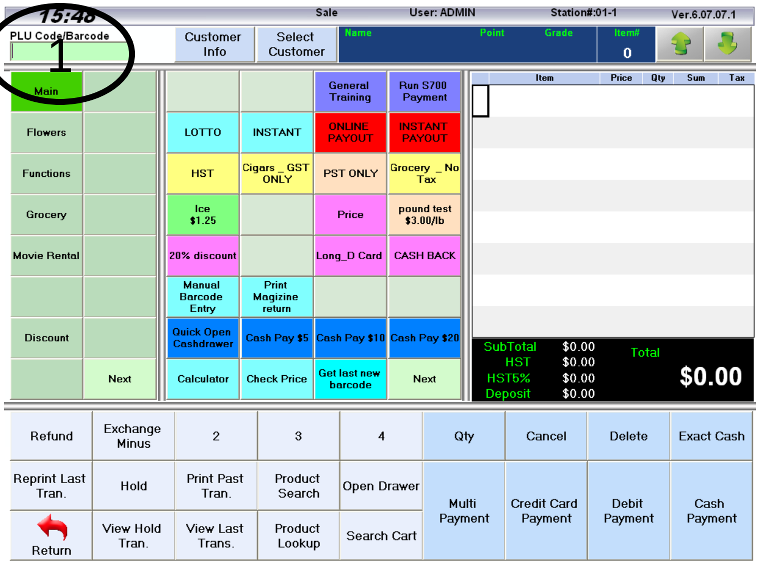
(4) Click [Price Change] to change price

(5) Click [Save] to save to database

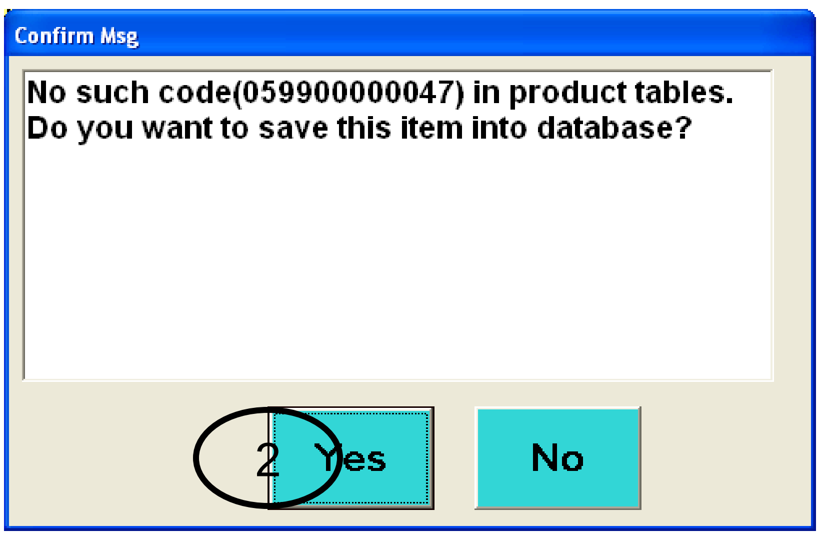
- 당사에서 제공한 표준 데이타베이스에 업소 가격만 변경하고 싶은 경우 사용
- 가격이 변경한 후 상품을 다시 스캔하면 변경된 가격이 표시된다

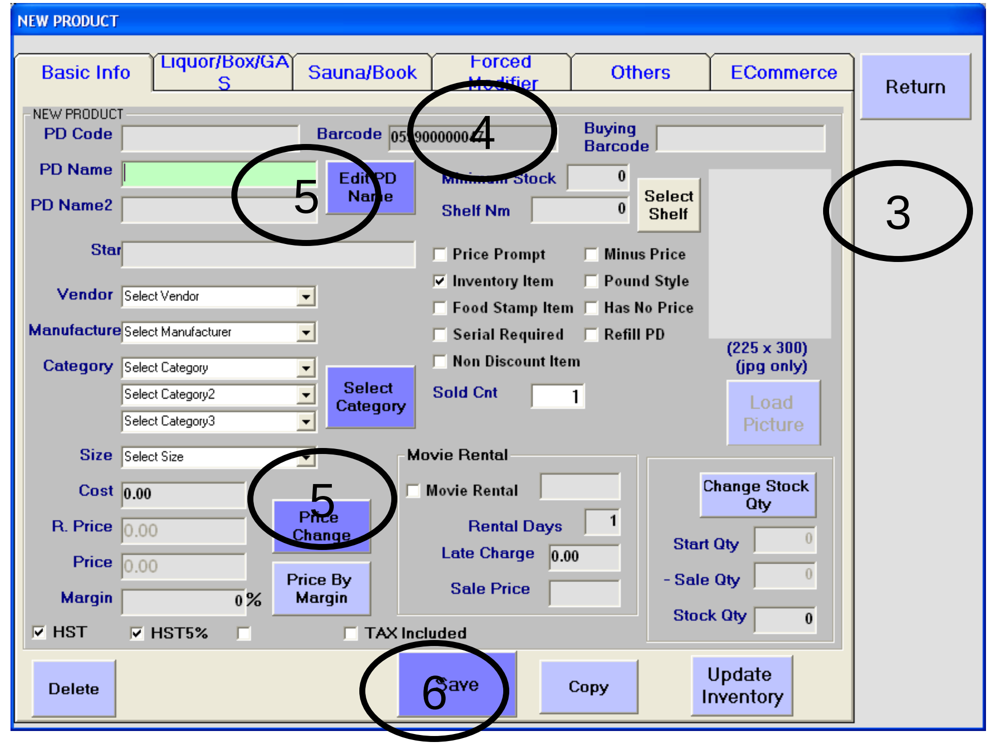
1. Program Basic

1. 7. Creating New Item



(1) Scan Item's Barcode





(2) Will ask if you wish to save item to database

(3) Product Window will pop up.

(4) Barcode will automatically be entered

(5) Click [Edit PD Name] and [Price Change] to put in item name and price

(6) Click [Save] to finish creating new item

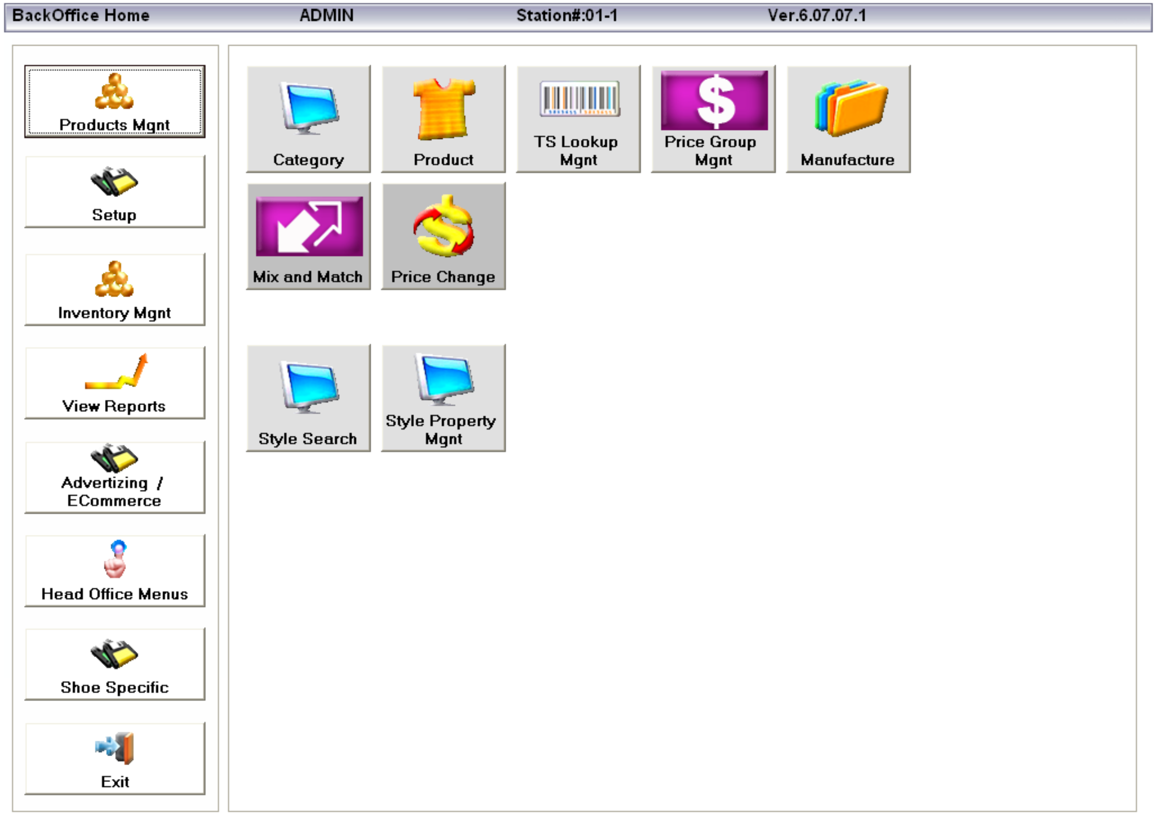
1. Program Basic

1. 8. Main Menu

- Light green squares perform more essential functions

1. Program Basic

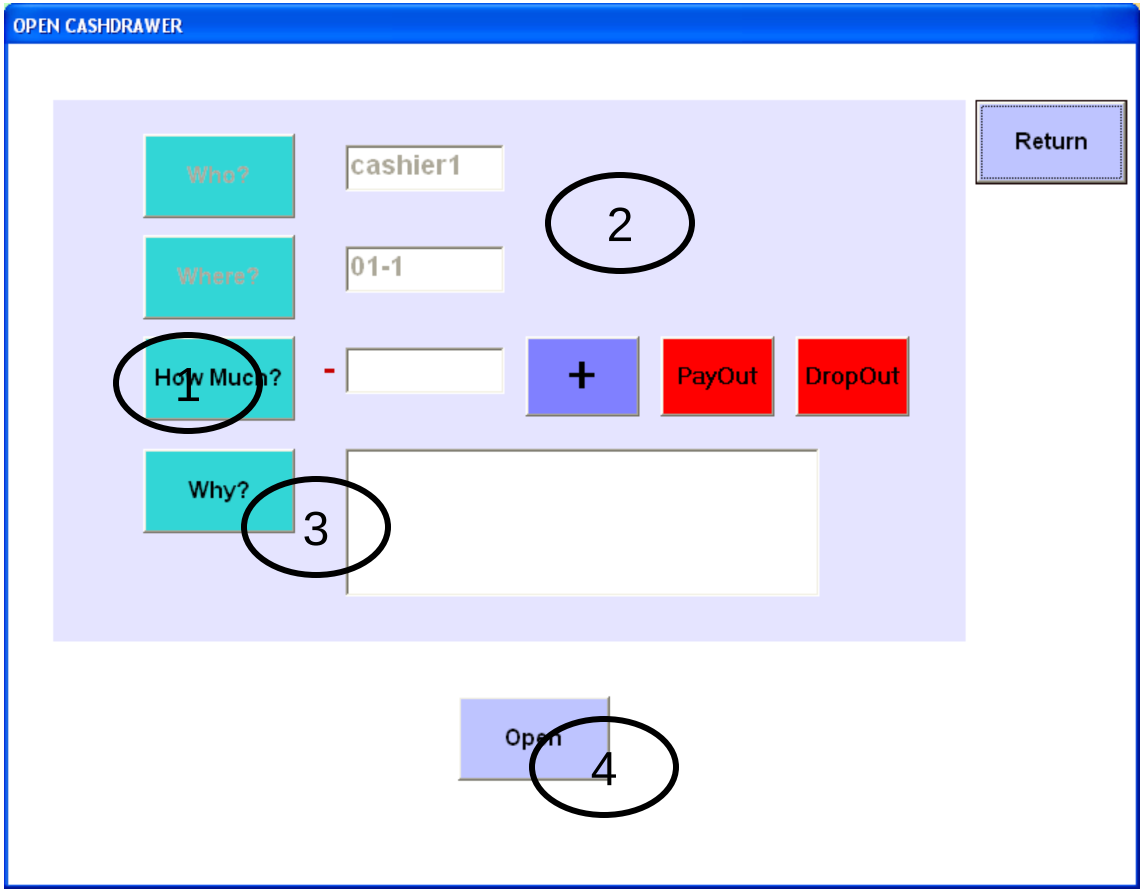
1. 9. BackOffice Menu → Main Menu → BackOffice



- Can manage inventory or perform business setup in BackOffice
- Some menus need [Admin Permission] to be accessible
- Multiple Store Module is only available on franchise version

1. Program Basic

1.10 **Open Drawer: Main Menu → Open Drawer**



(1) Click [How Much] and enter cash amount

(2) 스타트 머니 추가시 클릭

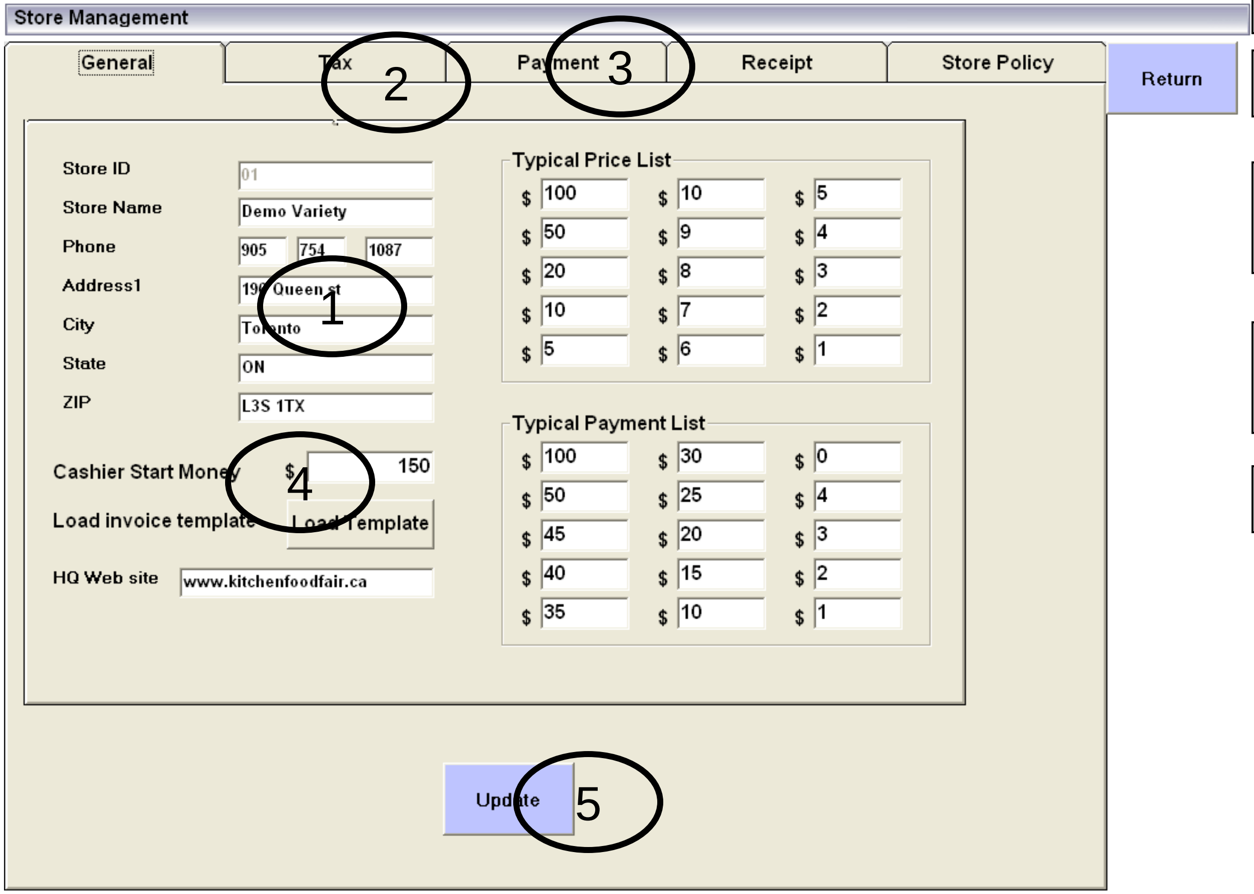
(3) Write explanation

(4) Open cash drawer

- Can open and close cash drawer regardless of Sale
- Can be used either for expense or change
- If more start money is needed, can also put money in drawer

2. Business Setup

2.1 Store General Information ： MainMenu → BackOffice → Store Mgnt



(1) Enter general store info

(2) Set Tax Rate

(3) Check accepted modes of Payment

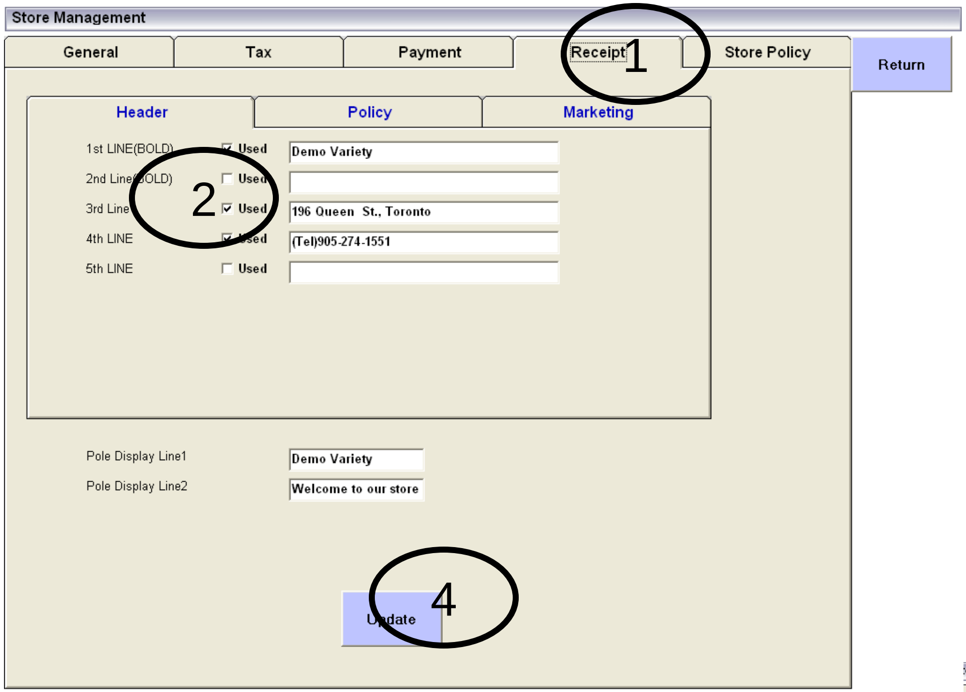
(4) Type in Cashier's starting money

(5) Click [Update]

- Screens stores general info about store
- Enter in applicable tax rate and store info
- Put in 0 in case of no tax
- Set in [Payment Integrated] if using PC Charge

13. Business Setup

2.2 Receipt Management ： MainMenu → BackOffice → Store Mgnt → Receipt Tab



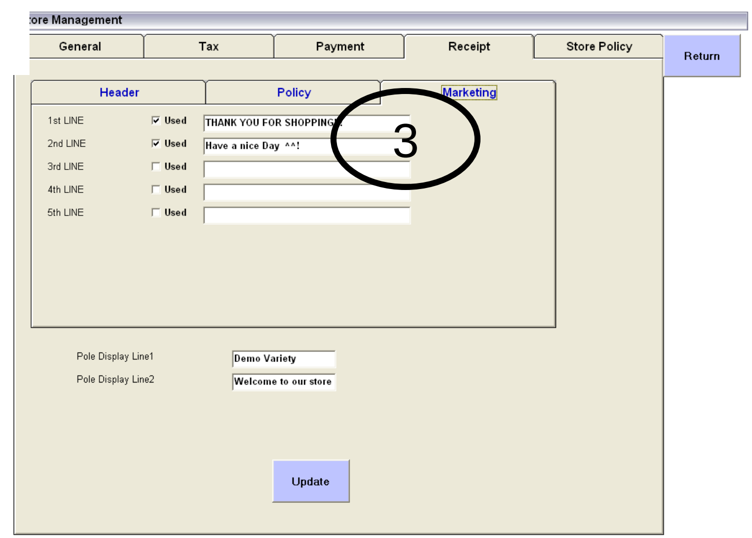
(1)Click Receipt Tab

(2) Set info to appear on receipt

(3)Click Marketing, type in slogan to show to customers

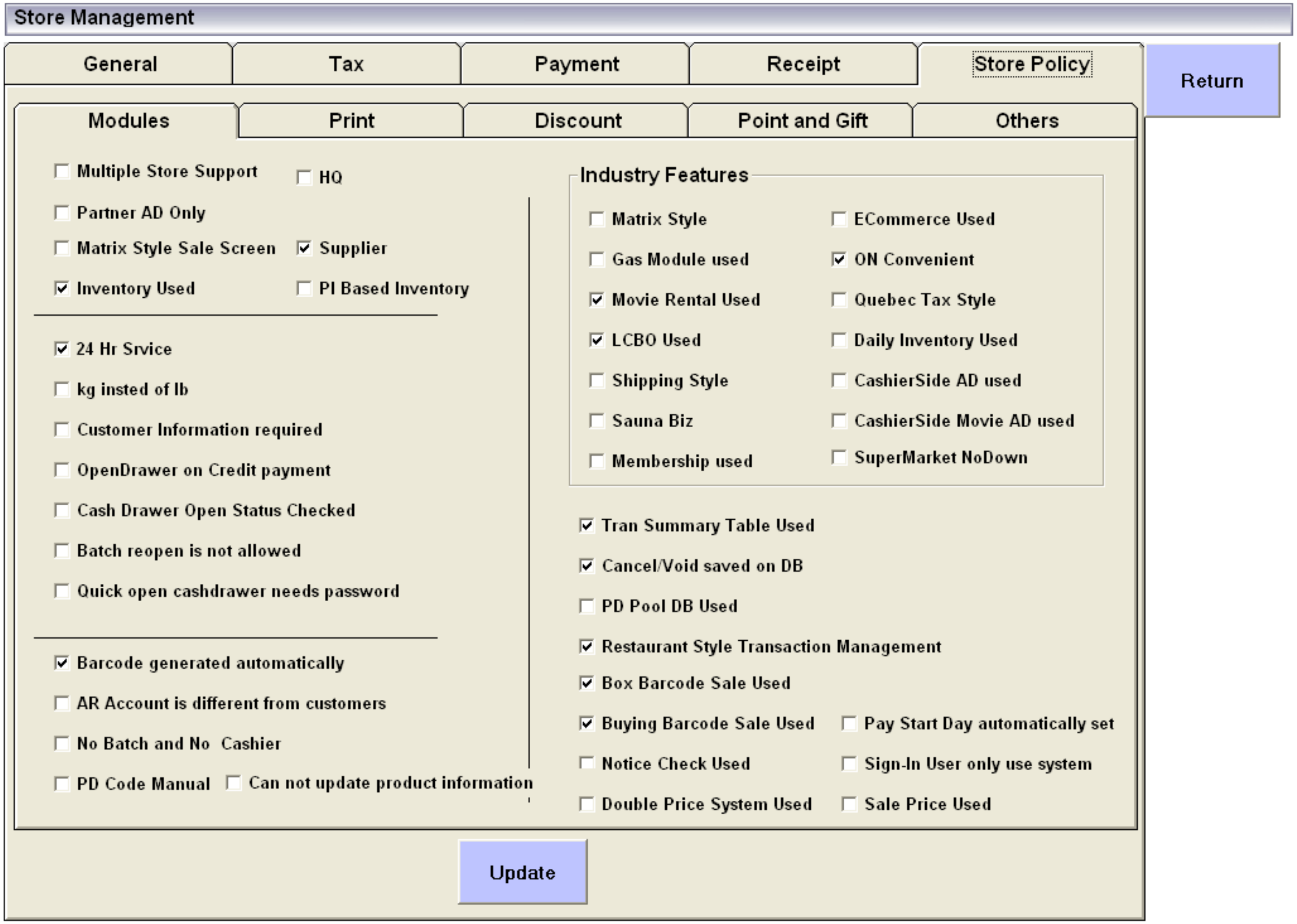
(4) Click [Update] to save

- Checkbox the lines you wish to show
- Limit of 5 lines for marketing slogan



2. Business Setup

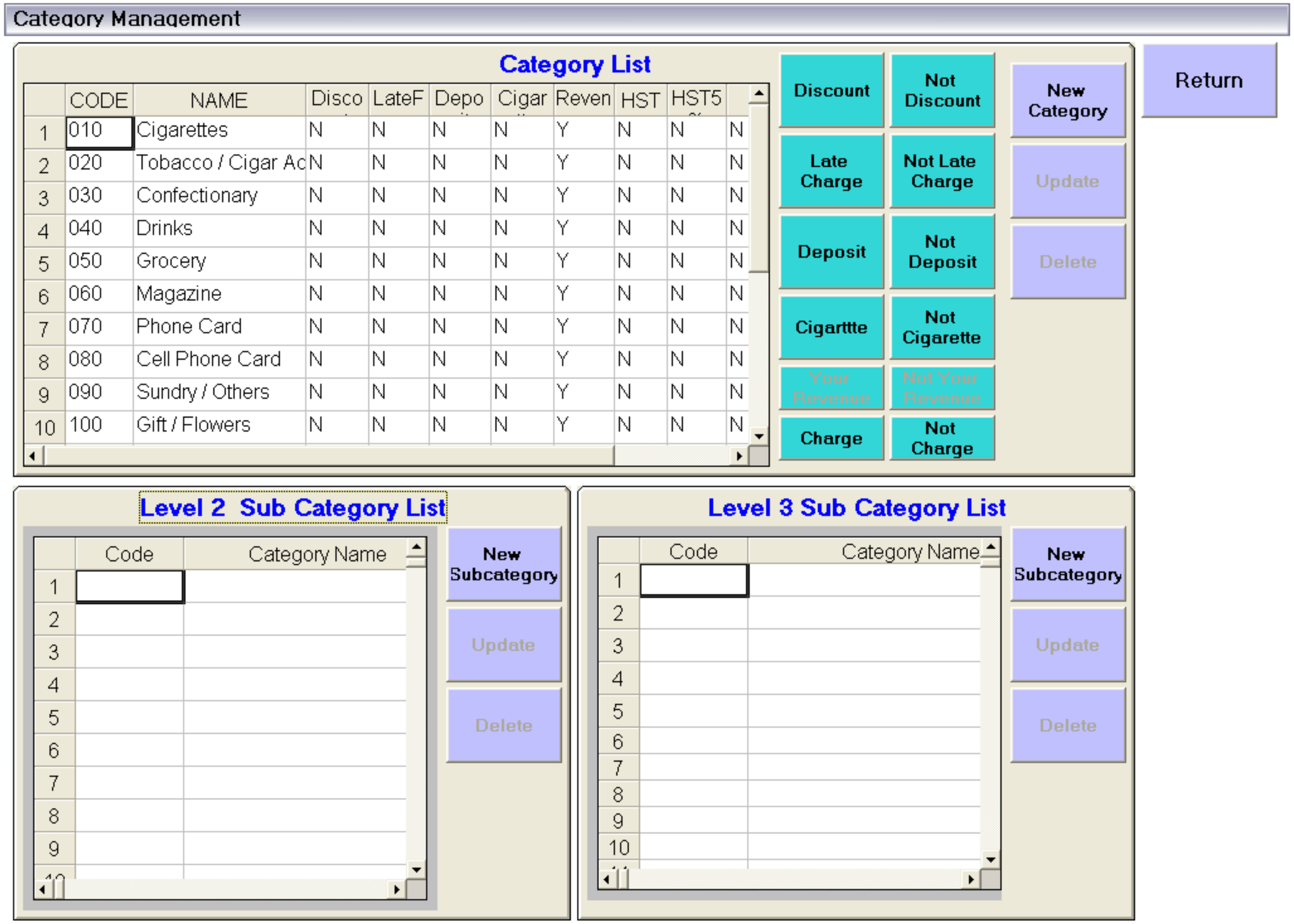
2.3 Store Policy ： MainMenu → BackOffice → Store Mgnt



- Only the installer should make changes
- When changing setting, ask the installer beforehand

3. Data Setup

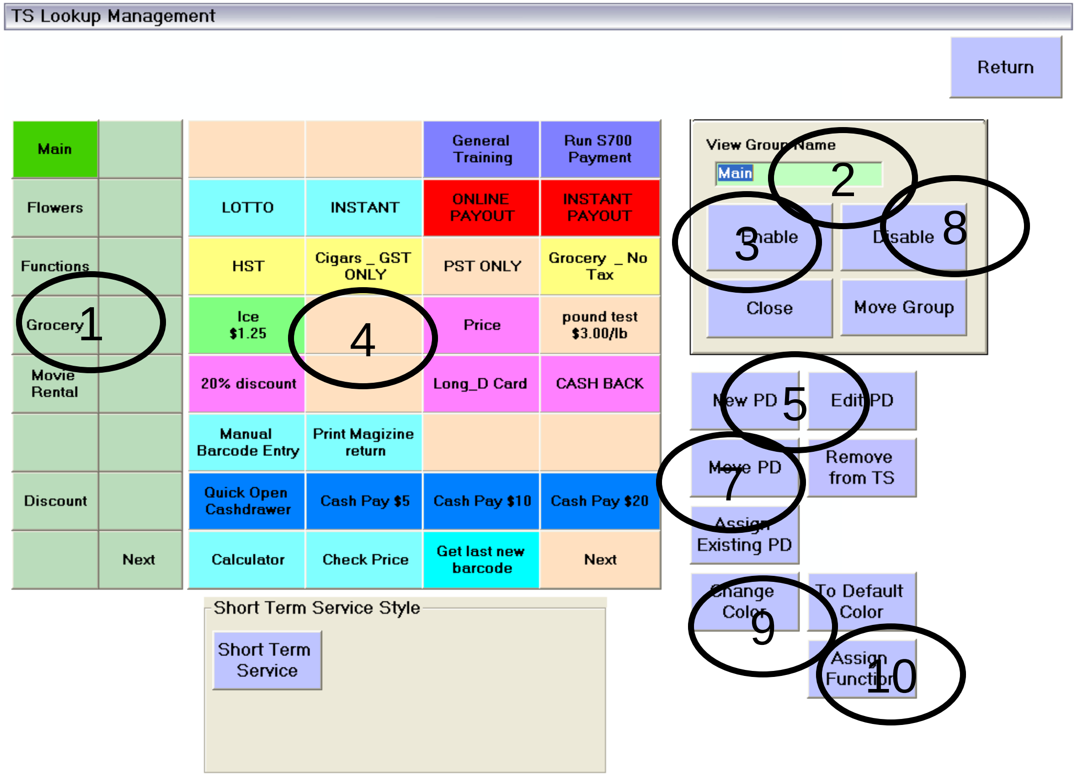
3.1 Category Setup ： MainMenu → BackOffice → Category



- Category indicated on batch slip for each Sale
- Can create up to 2 subcategories if necessary
- For less complication, create as few subcategories as possible
- “Sizes” are binded in Level 1 Category List

3. **Data Setup**

3.2. **TS Lookup : Main Menu → Backoffice → TS Lookup**



(7) **Move: Changes Product Location**

(8) **Disable: Removes Item from Table. Though Icon will be removed, actual product data is not deleted**

(9) **Change Color: Changes menu color**

(10) **Assign Function: Assigns specific function to an item**

(11) **Load changes to memory. Restart once for changes to take effect.**

<Creating New Visual Group>

(1) **Pick location to insert group**

(2) **Type in Group Name**

(3) **Click [Enable]**

<Entering Item>

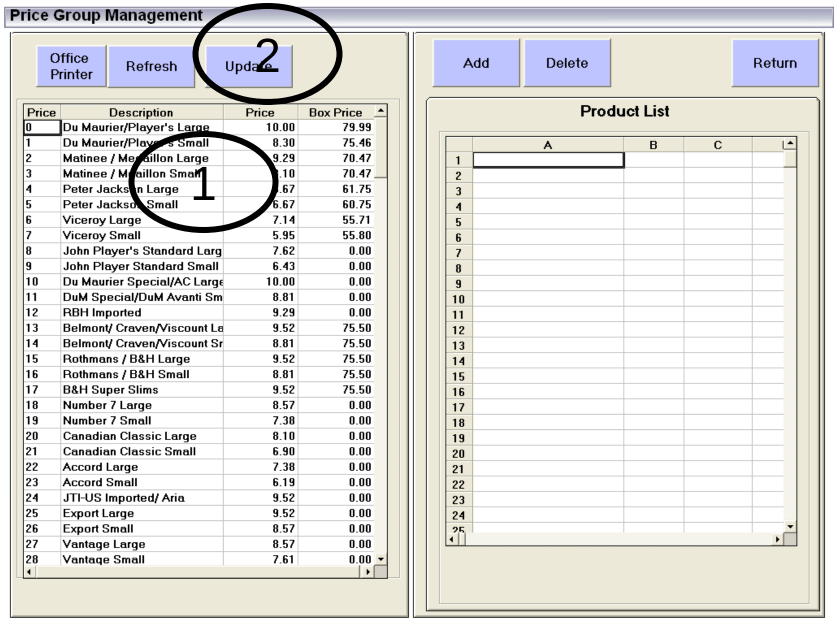
(4) **Pick location to insert item**

(5) **For new product, click [New PD], click [Edit PD] to edit an existing one**

(6) **Click [Save] when pop-up appears**

3. Data Setup

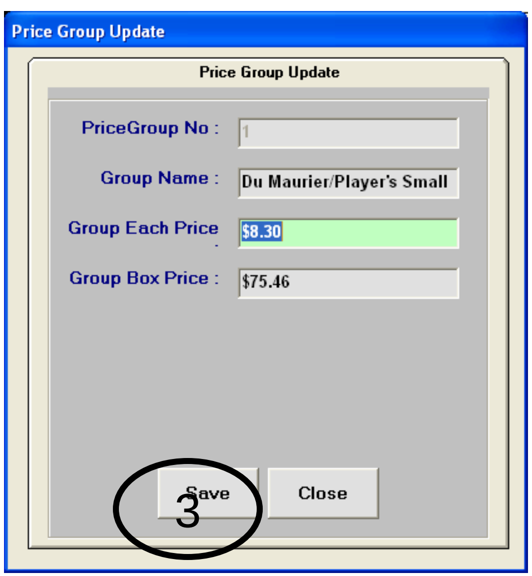
3.3 Price Change with Price Group ： MainMenu → BackOffice → Price Group



(1) Select Price Group
- Confirm Product Checklist on right side

(2) Click [Update]

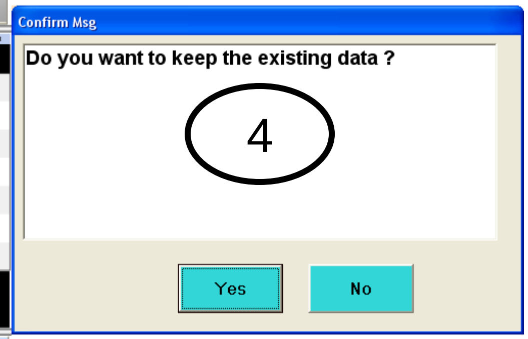
(3) Click [Save] after editing Name, Price, and Box Price



- For items with prices that will change together, enter them within a Price Group
- Can easily change prices for multiple products after creating new Group
- Can create up to 200 groups

3. Data Setup

3.4 How to Make a new Price group

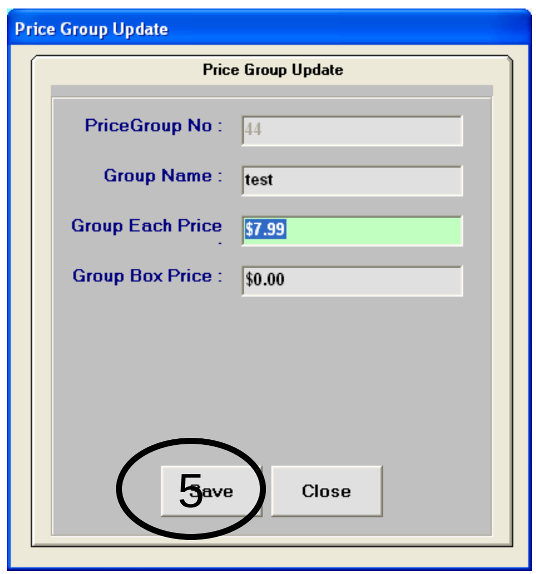


(1) Scan targeted item

(2) Click [Function] after selecting [New Price Group]

(3) Click location to insert new [Price Group]

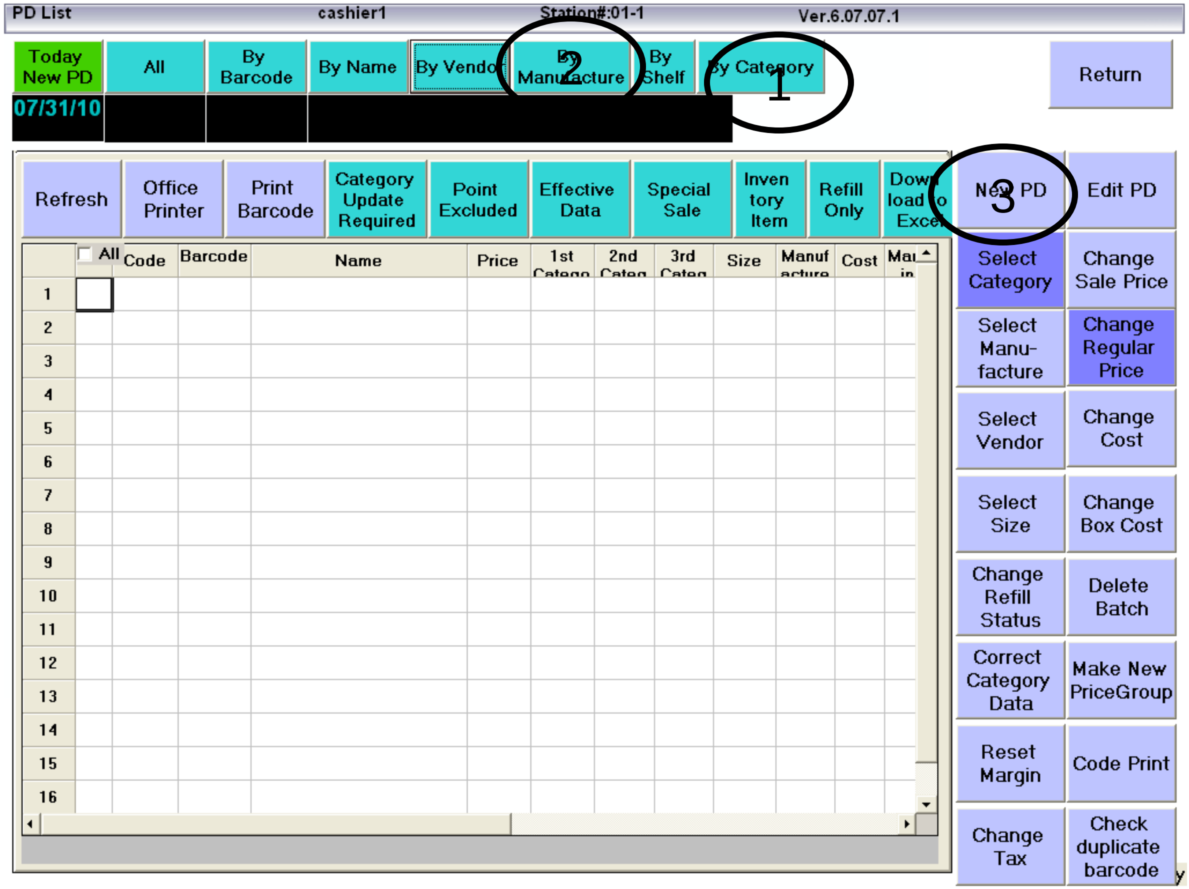
(4) If you wish to keep current data on Price Group, click [Yes], if you wish to delete all data and make a new list entirely, click [No]



(5) [Save] after editing Group Name, Price, and Box Price

3. Data Setup

3.4 Product : MainMenu → BackOffice → Product



(1) Search by Category

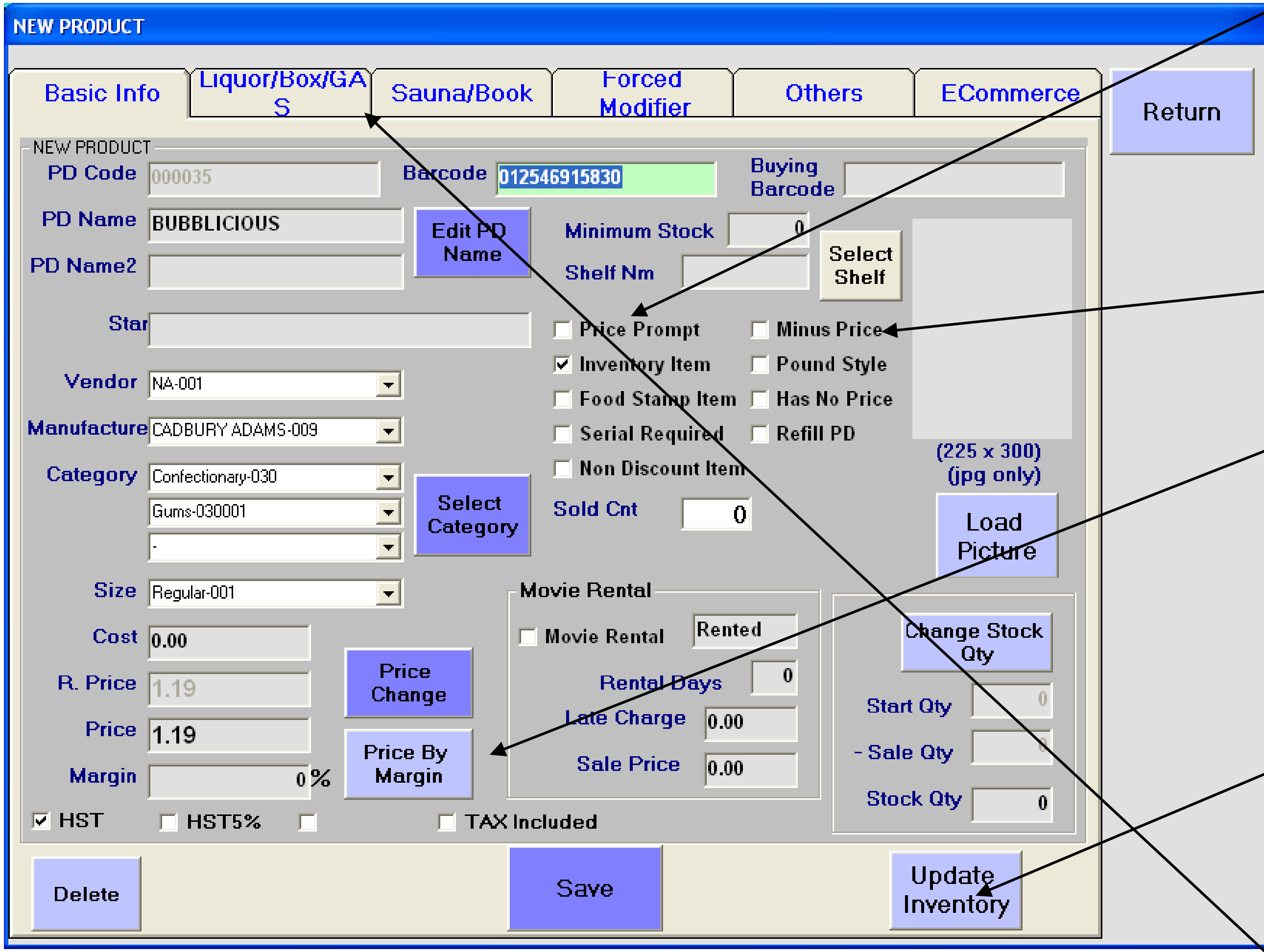
(2) Search by Manufacture

(3) Insert new product

- Can look at entire product list on screen
- Can search list either by name, vendor, category, or manufacture
- Can edit selected products

3. Data Setup

3.5 Product Information Detail: Product Edit form



(1) Check PricePrompt
prompt asking for exact price will appear

(2) Needed when using only cash register during sale

(2) Minus Price
– Price will appear as a negative number

(3) Price By Margin
– After entering Cost, enter margin to automatically find price

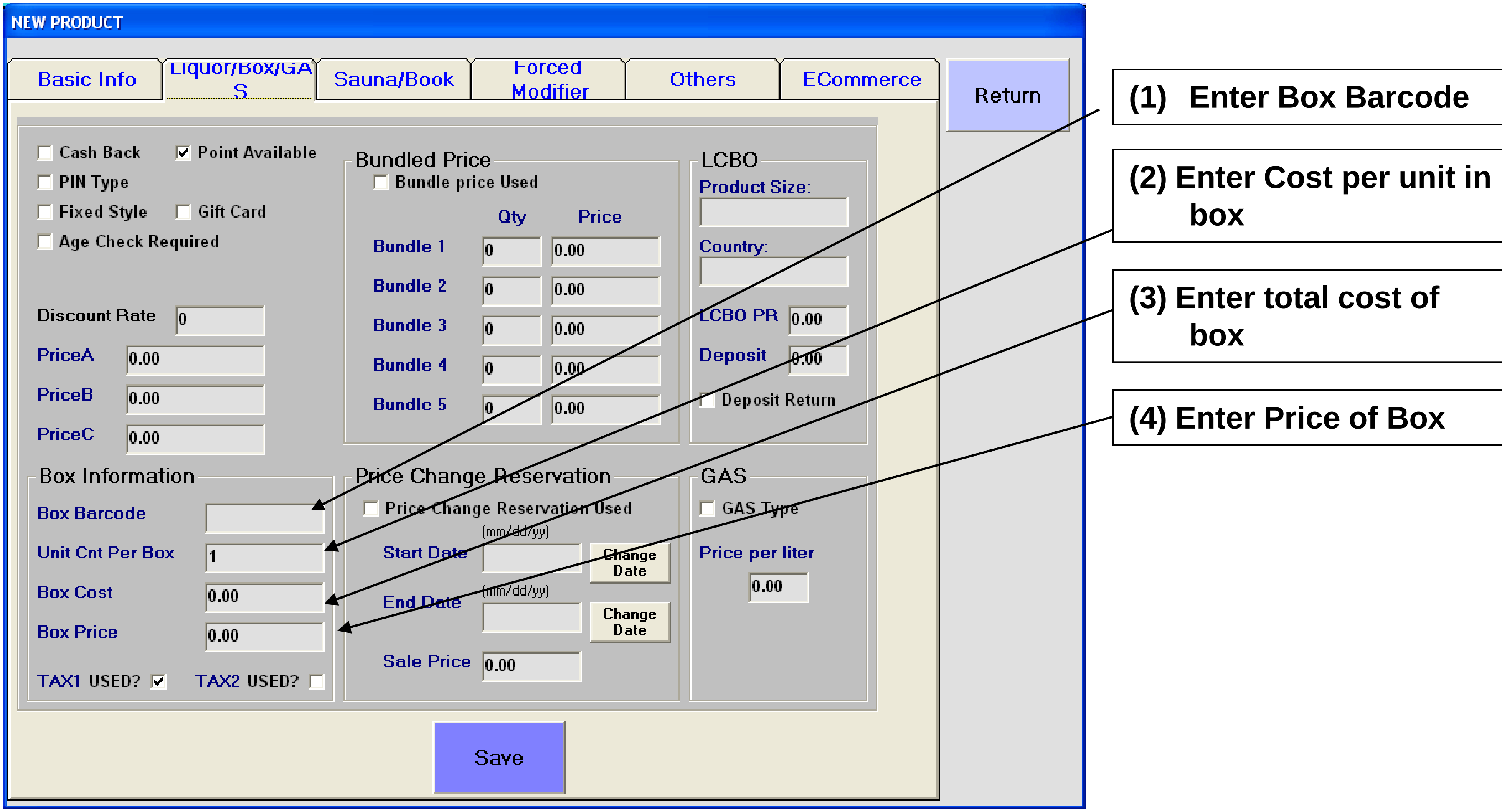
(4) Change Stock Qty
– After entering current stock price, click [Update Inventory] to save on database

(5) Assigning Box Barcode
–For Bundled/Box/GAS/Liquor tabs

- Main form for Editing Items
- Product Name, Category, and Price can be edited (in Purple boxes)

3. Data Setup

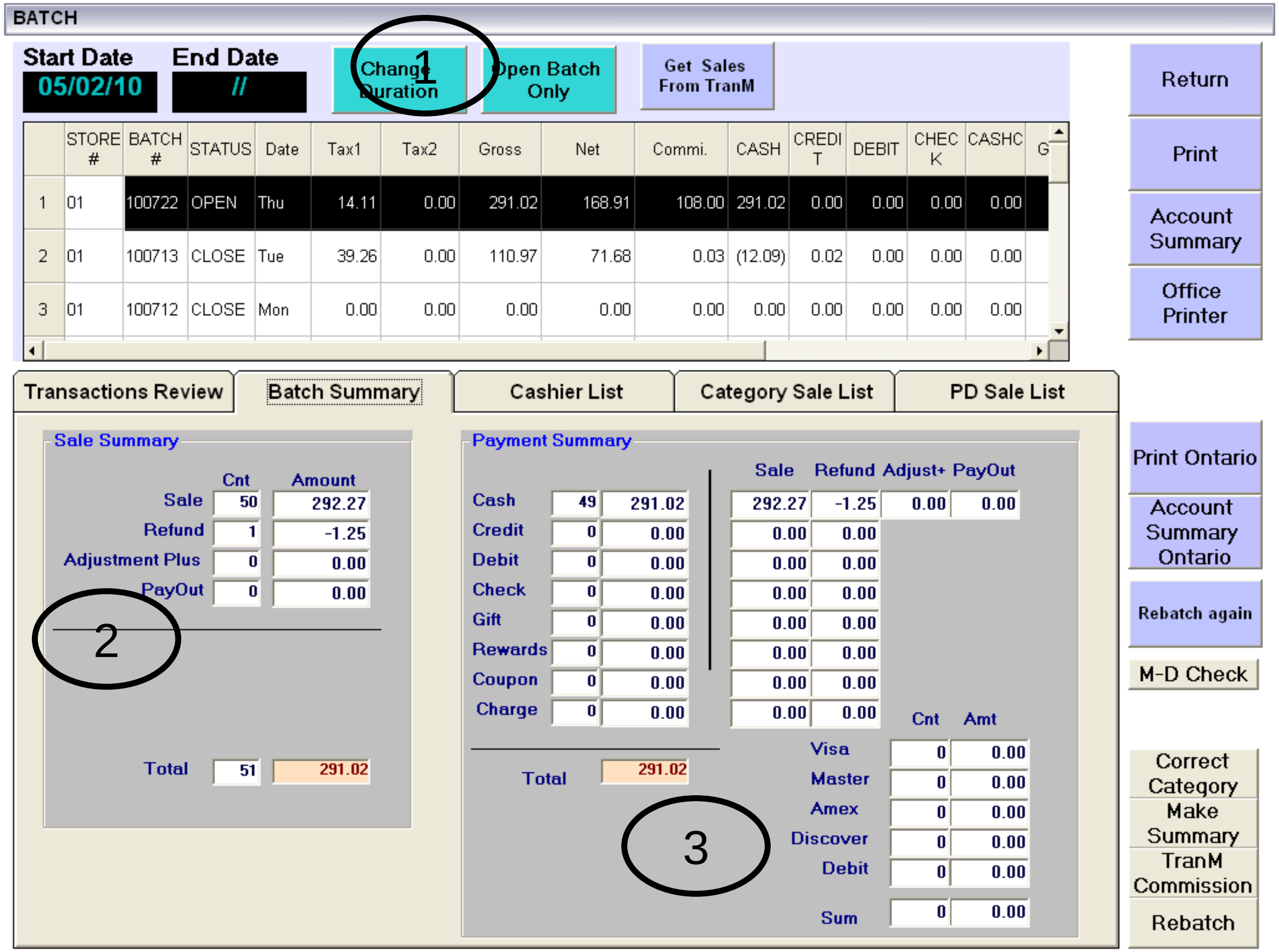
3.6 Product Information Detail: Product Edit form → Box Barcode



- Can edit Box Barcode, Costs, and Price
- System Inventory Qty shows number of units, not of boxes
- If box barcode is scanned during sales, information is retrieved from box database

4. Daily Batch

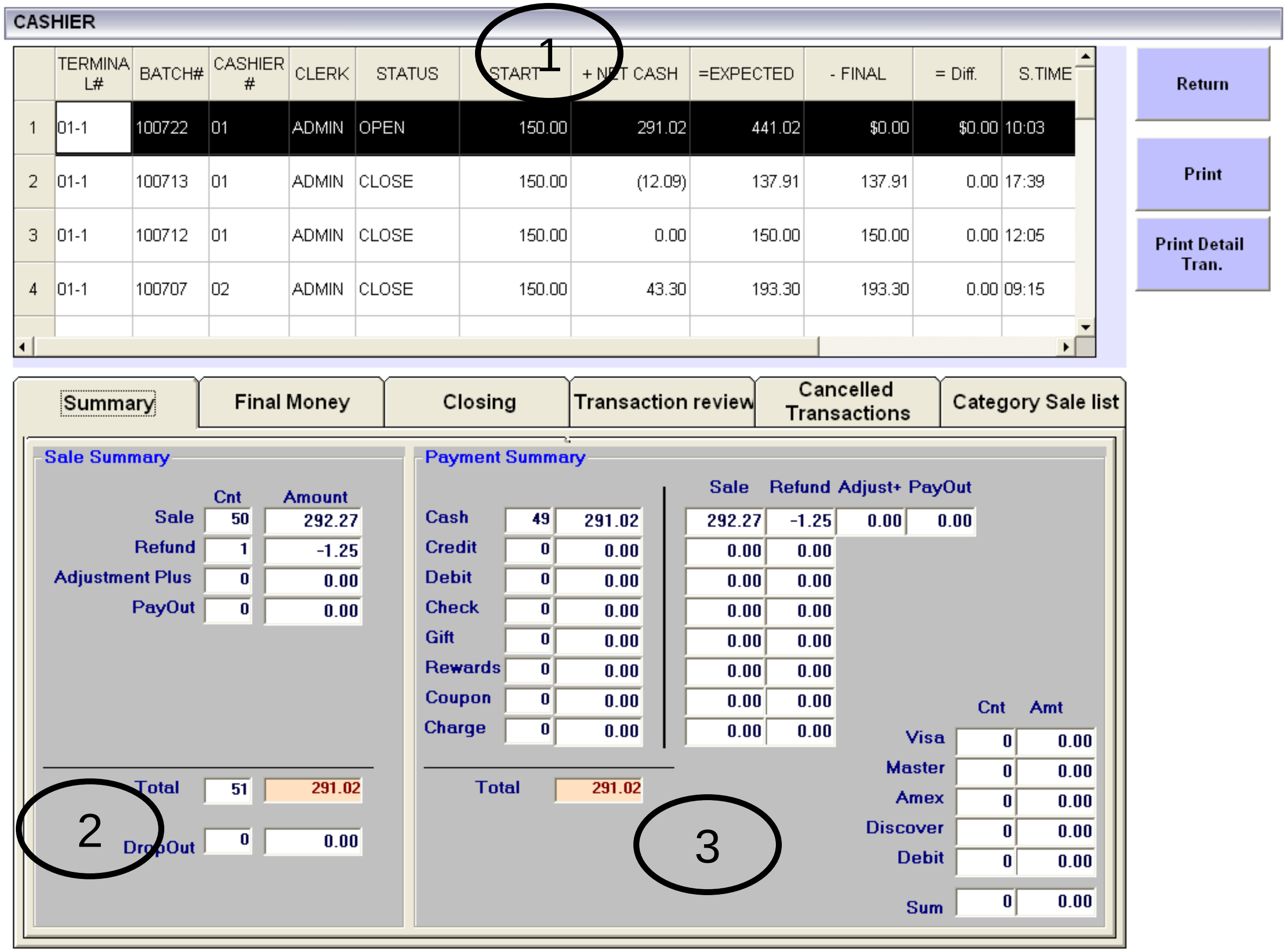
4.1 **Batch Overview**



- Batch is created once a day. Ordinarily Cash is deposited in bank and Credit is received from corresponding credit company
- Every time a new employee manages the station, current Cashier is closed and a new Cashier is opened
- Sale Summary and Payment Summary must equal

4. Daily Batch

4.2 **Cashier Overview**



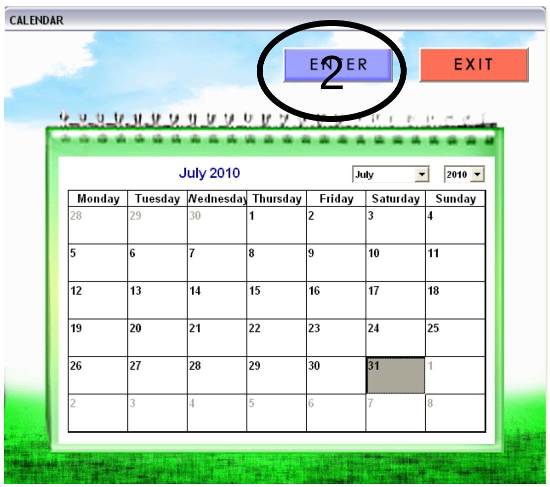
- Batch is created once per day. Ordinarily Cash is deposited in bank and Credit is received from corresponding credit company
- Every time a new employee manages the station, current Cashier is closed and a new Cashier is opened
- Sale Summary and Payment Summary must equal

4. Daily Batch

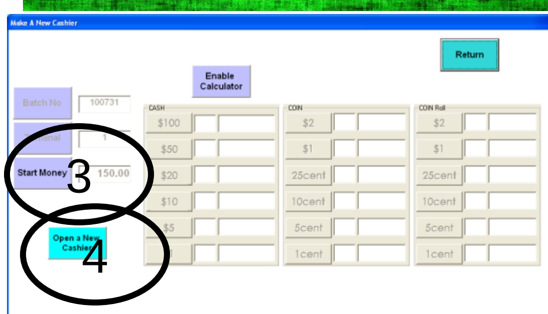
4.3 One station with two shifts

1.Start of Day: Opens both Batch and Cashier

(1) Click [Start of the Day] and a pop-up will ask for a password. Enter the password.



(2) If date is correct, click [Enter]

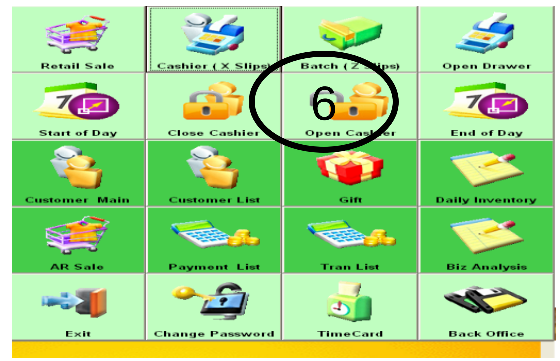


(3) Click [Start Money] to enter the amount of $ already in at the beginning

(4)If Start Money is correct, click [Open] to open cashier

2. Cashier Shift

(5) After end of shift, click [Close Cashier] to close cashier



(6) New employee must click [Open Cashier] to start the shift

3. End of Day: Closes both Batch and Cashier

(7) 마지막 근무자는 [End of Day]를 눌러서 캐쉬어와 배치를 동시에 close 한다

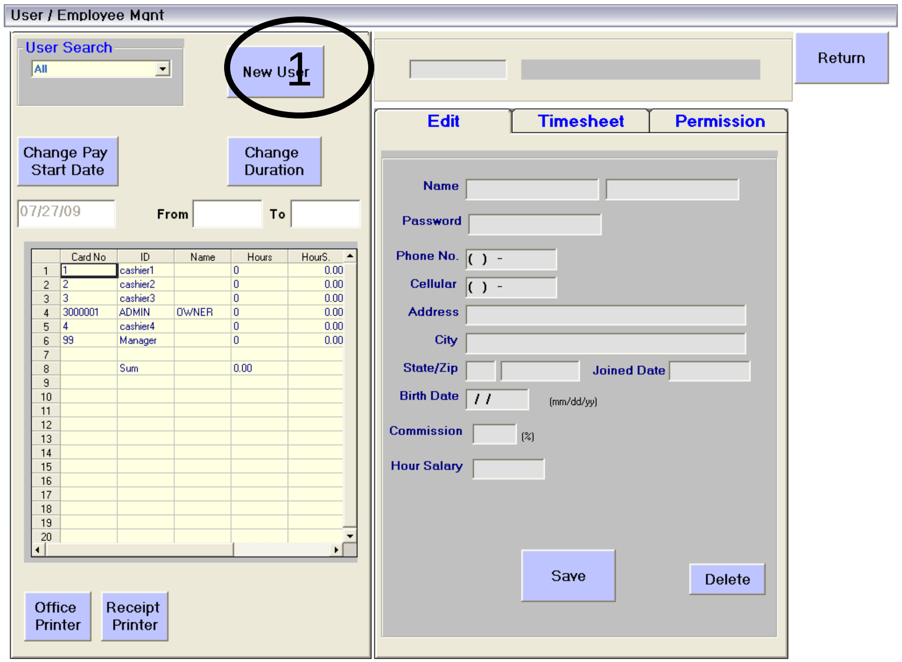
	Starting Shift	Ending Shift
• 1st Worker	Start of Day	Cashier Close
• 2nd Worker	Cashier Open	Cashier Close
• 3rd Worker	Cashier Open	End of Day

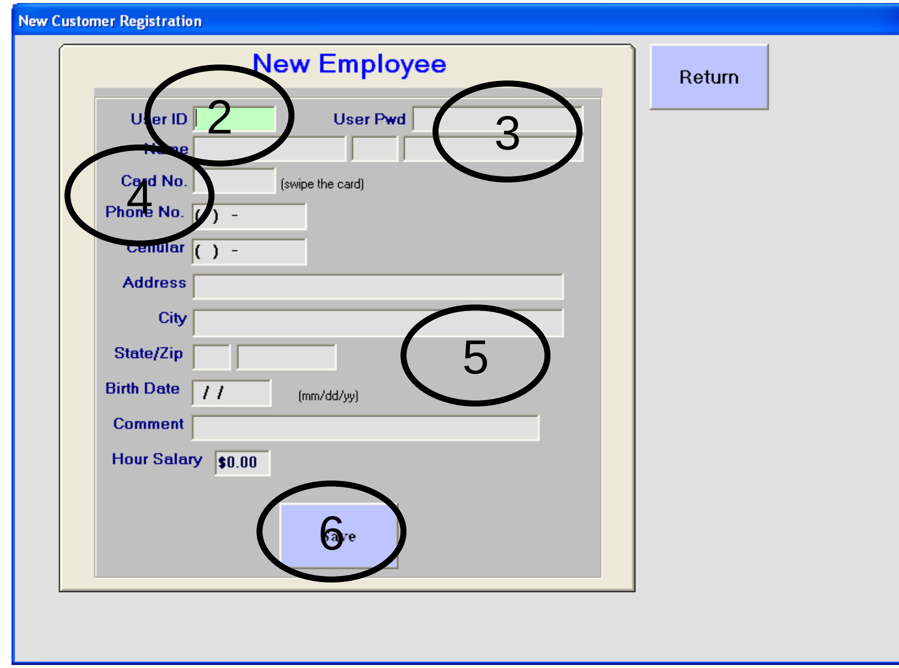
	Starting Shift	Closing Shift
• 1^{st} Worker	Start of Day	Cashier Close
• 2^{nd} Worker	Cashier Open	End of Day

	Start the job	End the job
Morning Station #1	Start of Day	Cashier Close
Morning Station #2	Cashier Open	Cashier Close
Evening Station #2	Cashier Open	Cashier Close
Evening Station #1	Cashier Open	End of Day

5. User Mgnt

5. 1. A New User: MainMenu → BackOffice → User Mgnt





- Used to edit User Info
- [Admin] must always exist. Cannot be deleted
- User ID, User Pwd, Card No must always be unique

(1) Click [New User]

(2) Enter User ID (up to 12 chars)

(3)Enter User Password

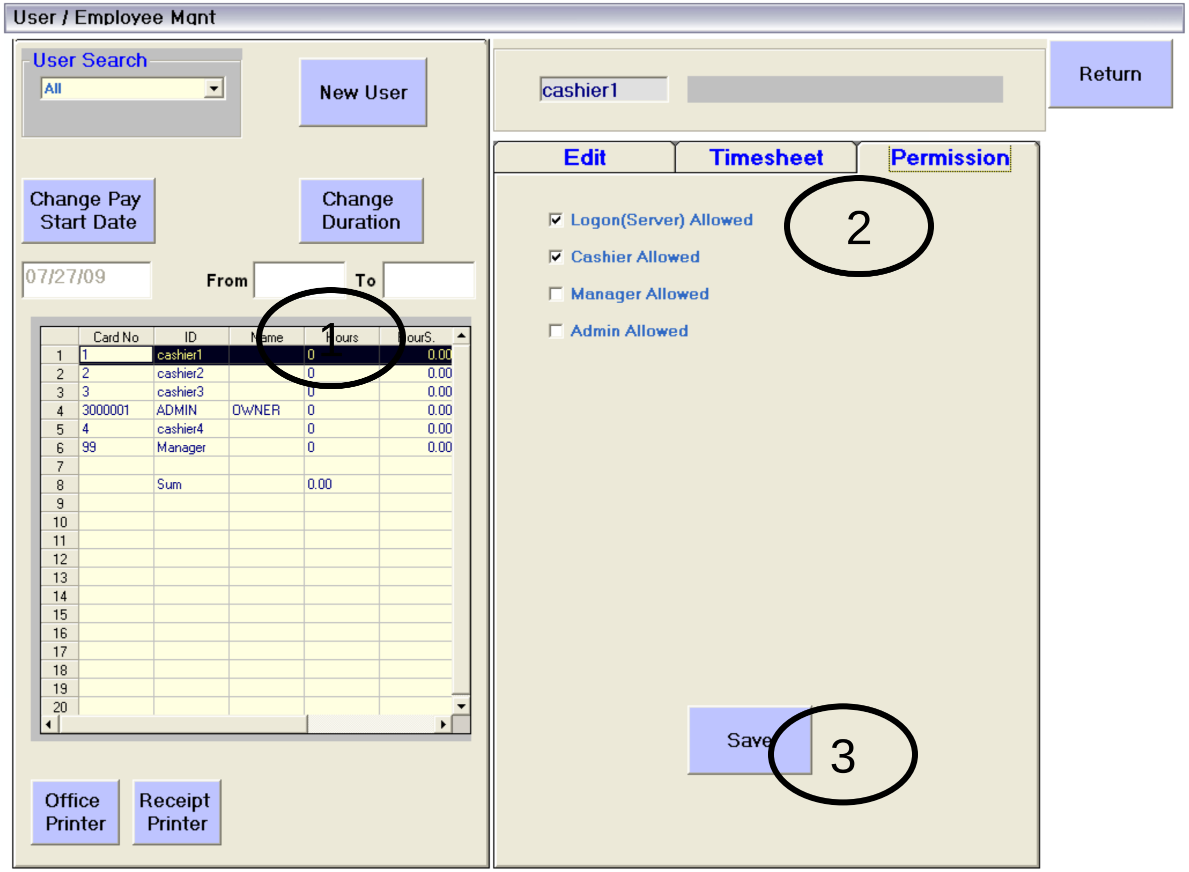
(4) Obtain Card Number by swiping

(5) Enter other Info

(6) Click [Save]

5. User Mgnt

5. 2. Setting User Permission: MainMenu → BackOffice → User Mgnt



- Allows specific permission to various users
- 4 kinds of permission
 1. Logon(Server): Allows Program logons and transactions
 2. Cashier: Allows cash handling
 3. Manager: In case manager permission is needed
 4. Admin: Allows critical system input in case of security

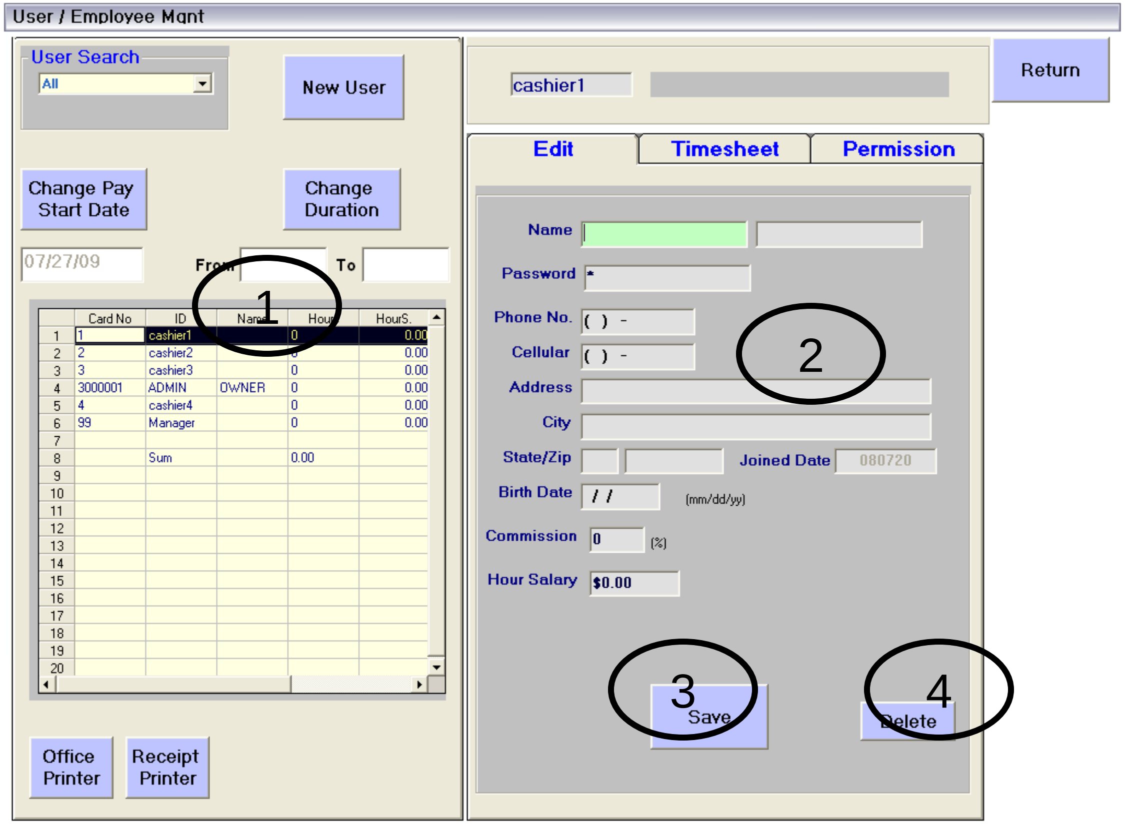
(1) Select user

(2) Select assigned permissions

(3) Click [Save]

5. User Mgnt

5. 3. Update and Delete: MainMenu → BackOffice → User Mgnt



- Stores and edits user info

(1) Select User

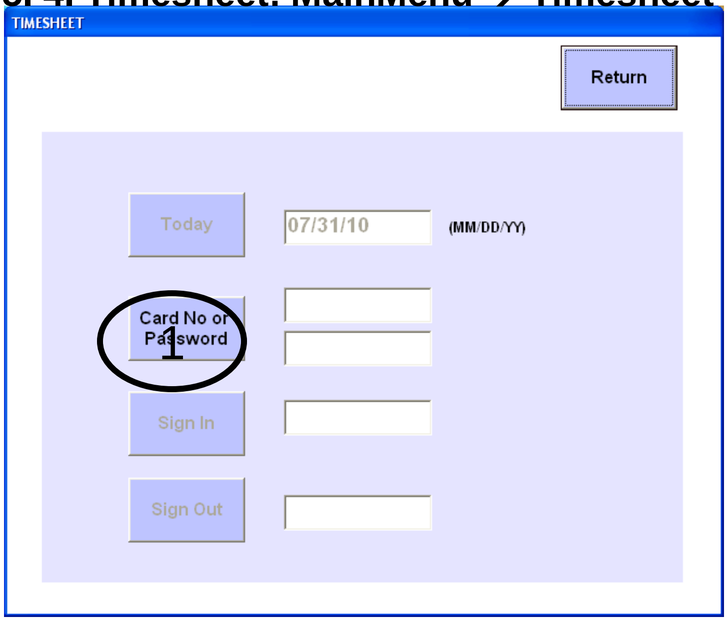
(2) Enter info

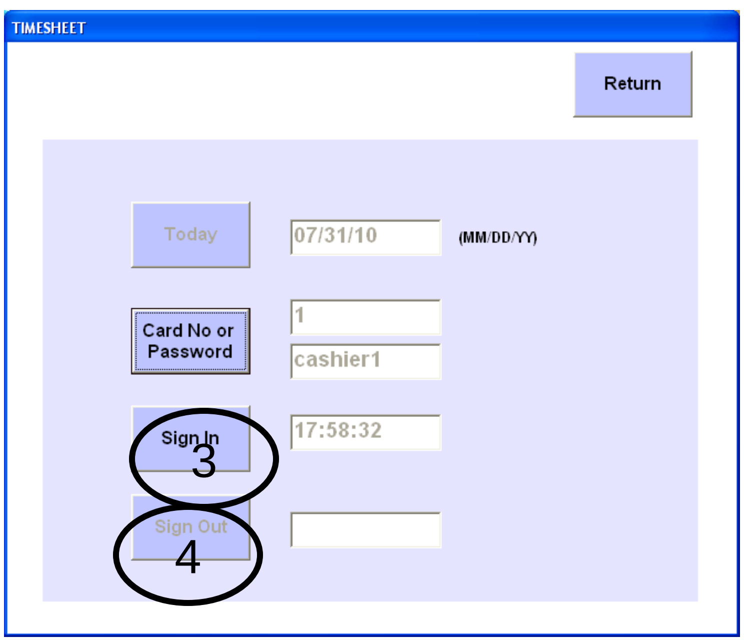
(3) Click [Save]

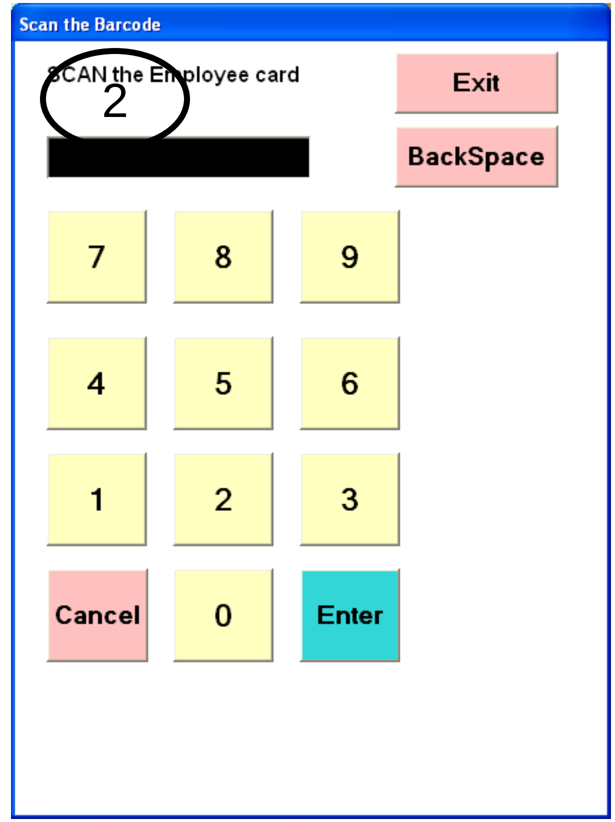
(4) Click [Delete] to delete User

5. User Mgnt

5. 4. Timesheet: MainMenu → Timesheet







(1) Click [EmployeeID]

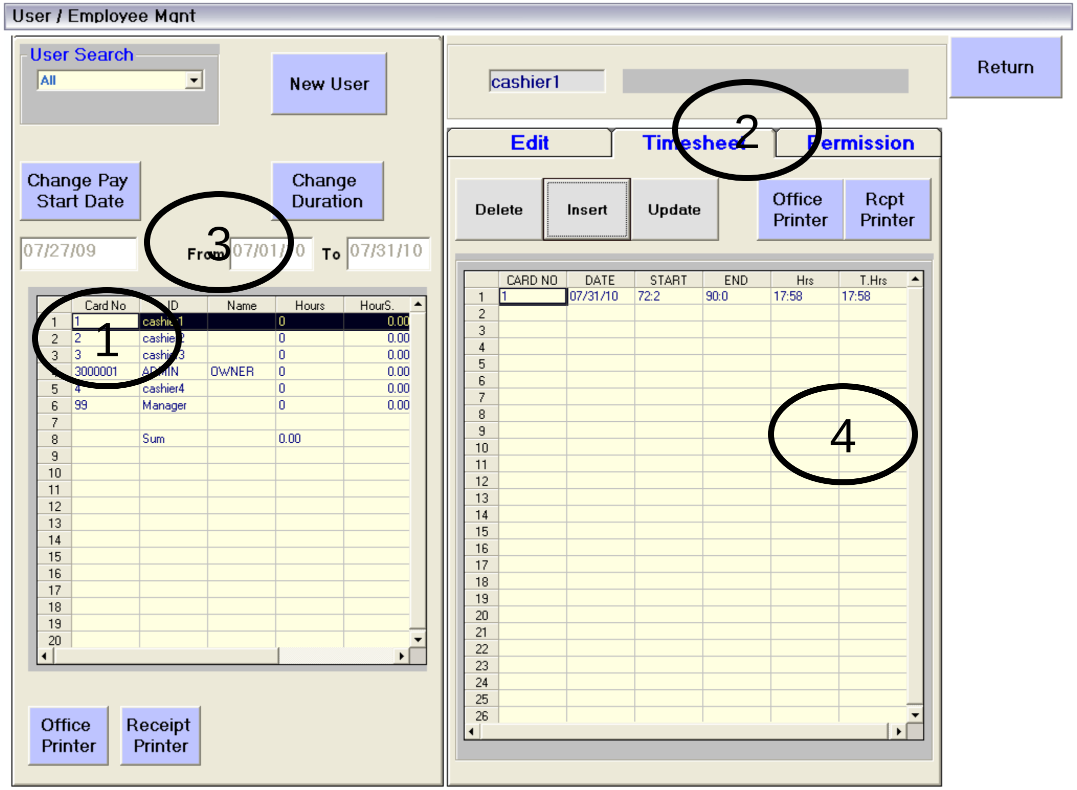
(2) Scan Employee Card

(3) Enter starting time and click [StartToday]

(4) Enter closing time and click [EndToday]

5. User Mgnt

5. 5. Timesheet Mgnt: MainMenu → BackOffice → User Mgnt



- Used to edit the time shifts of workers

(1) Select user

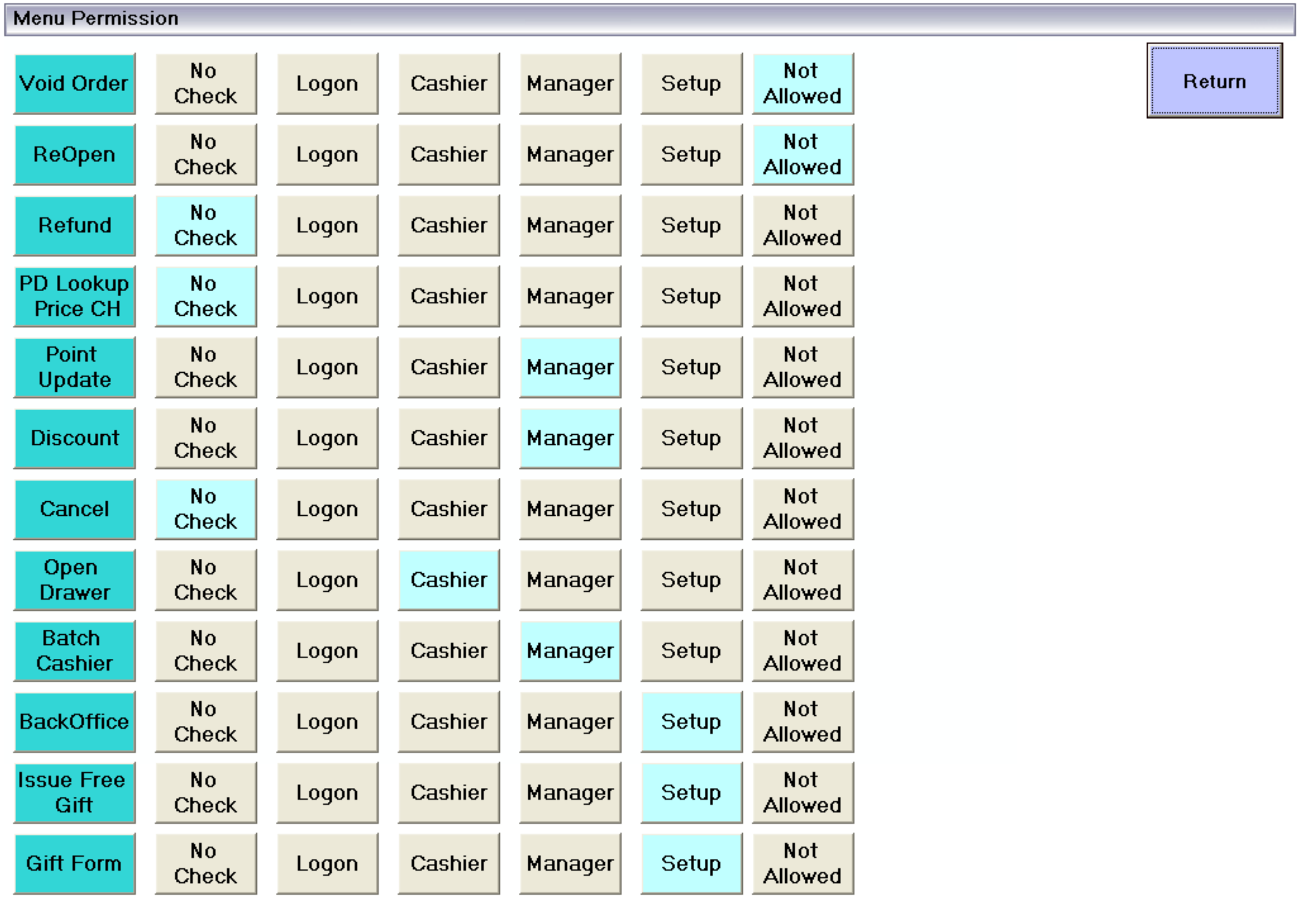
(2) Click [TimeSheet]

(3) Select shifts of worker

(4) Indicate on timesheet list

5. User Management

5.6. Permission: MainMenu → BackOffice → Menu Permission

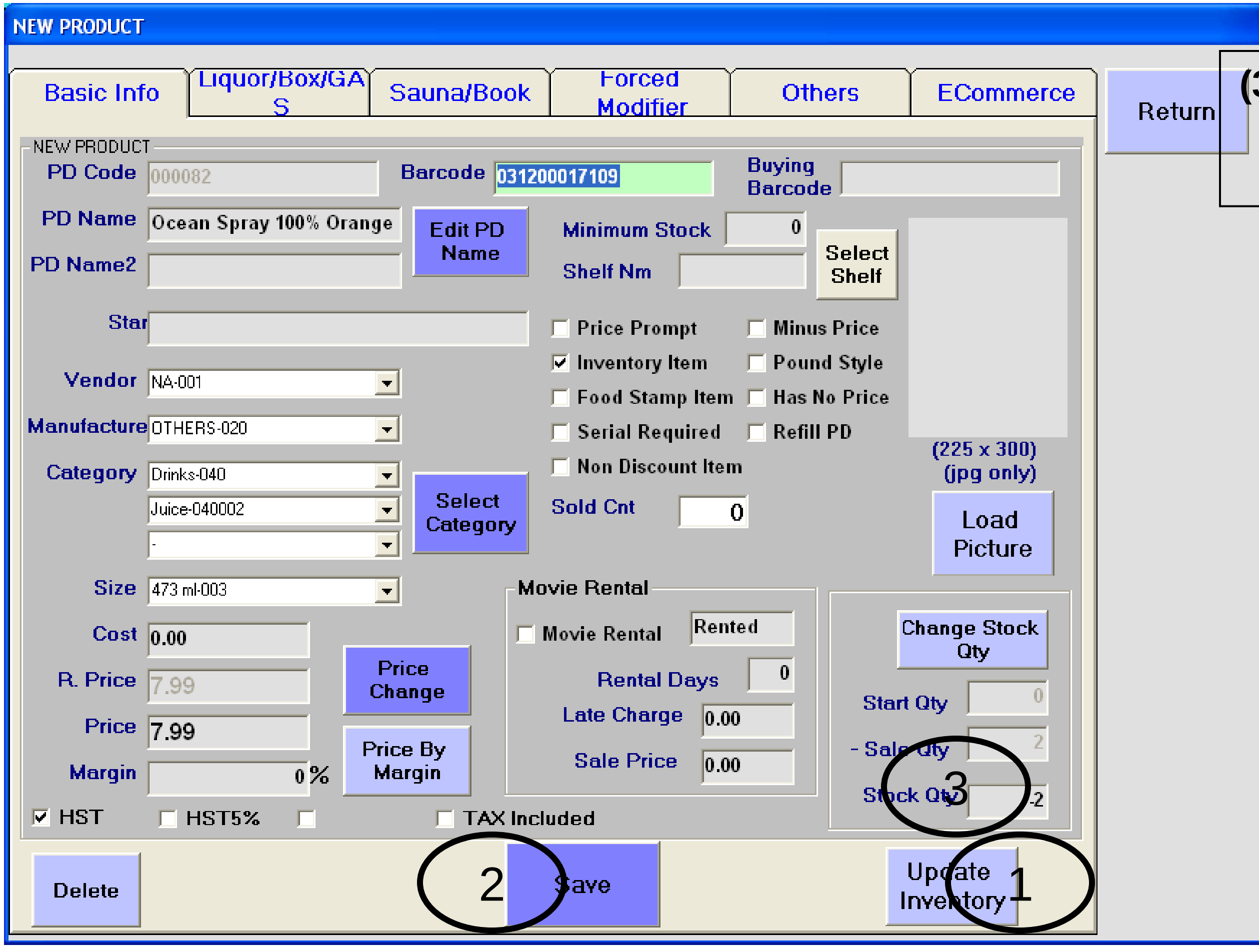


- Set permission for each Function
- If you do not wish to do a permission check, select [No Check]

(1) Click desired label to set permission to a worker

6. Inventory

6.1. Simple Inventory



(3) The minimum Qty when stock is automatically increased with orders

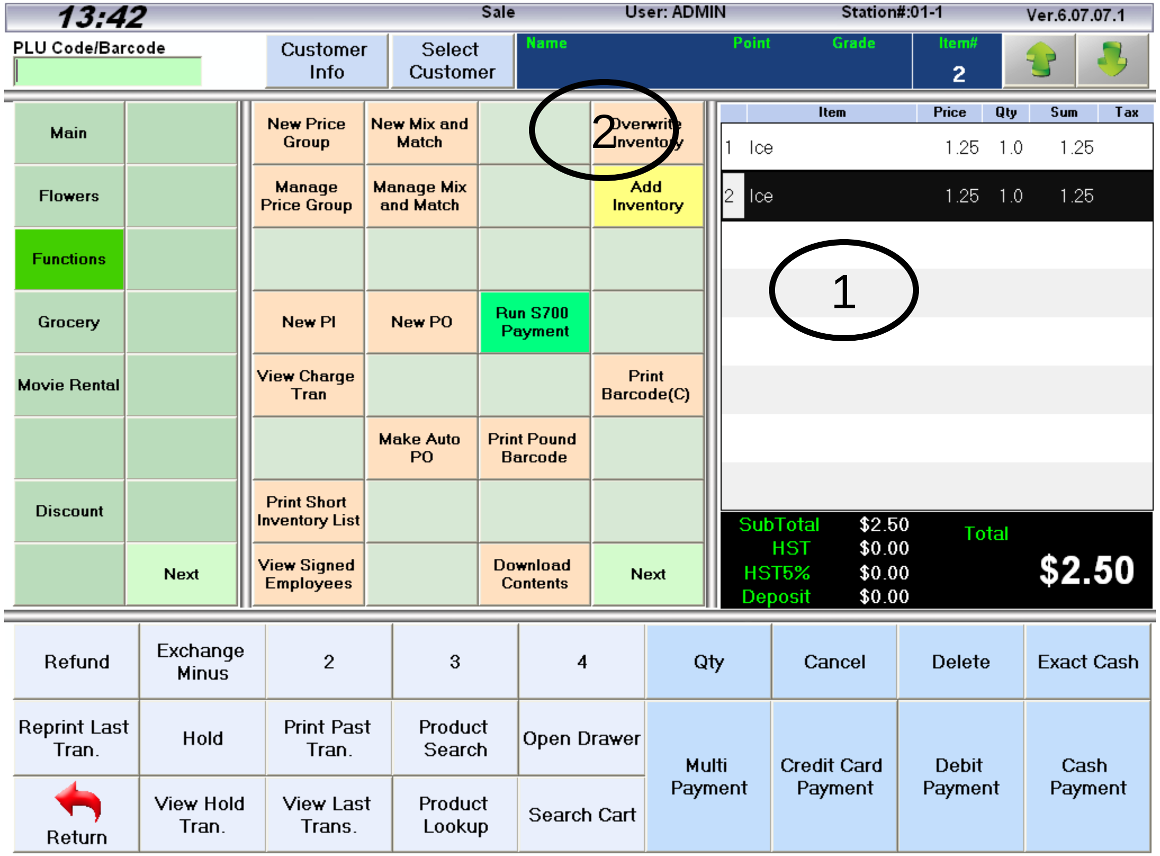
(1) To set inventory Qty manually, click Update

(2) Click [Save] to save on database

- Simple inventory automatically reduces/increases Qty depending on sales and purchases
- Must put in starting inventory

6. Inventory

6.2. Inventory Update



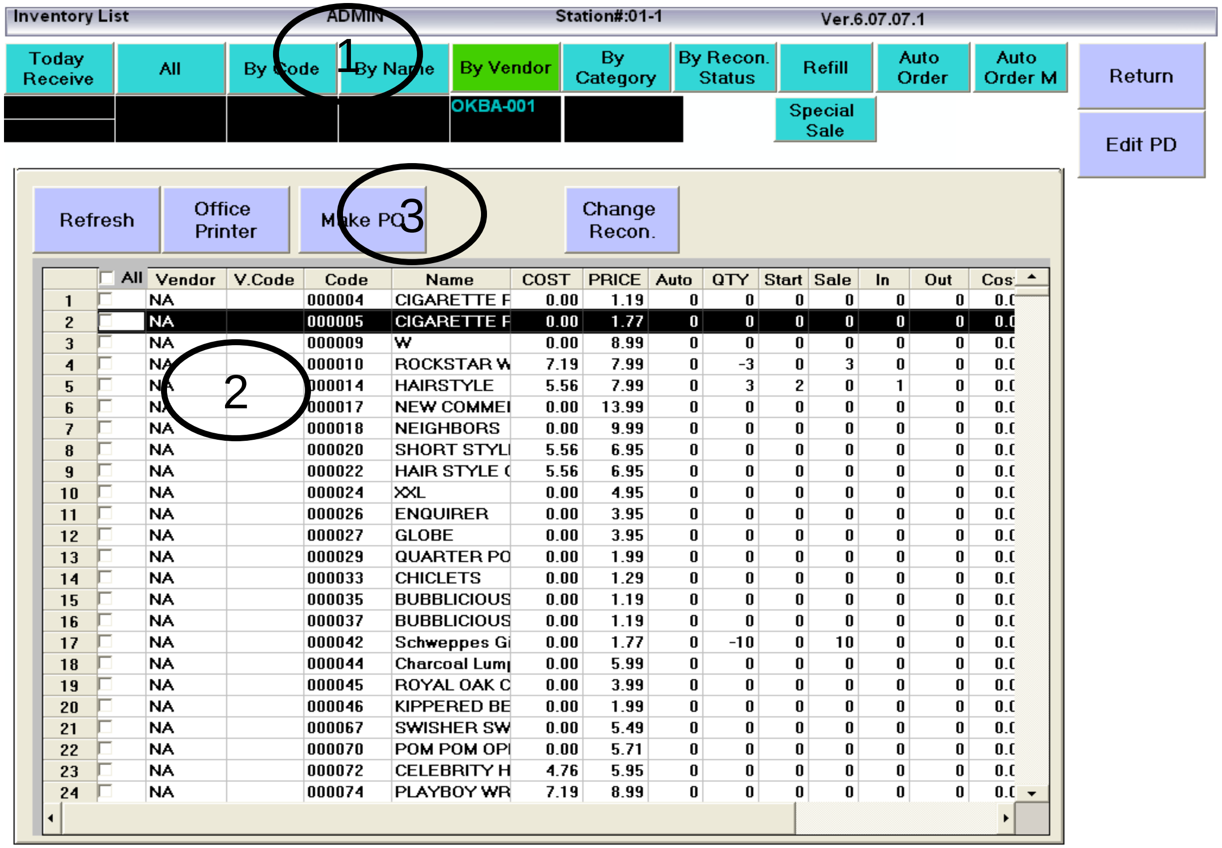
(1) Scan Items

(2) Click [Function] category, then select [Overwrite Inventory]

- Can easily update inventory using barcodes
- After scanning, press [Add Inventory] to increase inventory by the number of items scanned

6. Inventory

6.3. **Examining Inventory List : Main Menu → BackOffice → Inventory**



(2) Can check and make changes to multiple products

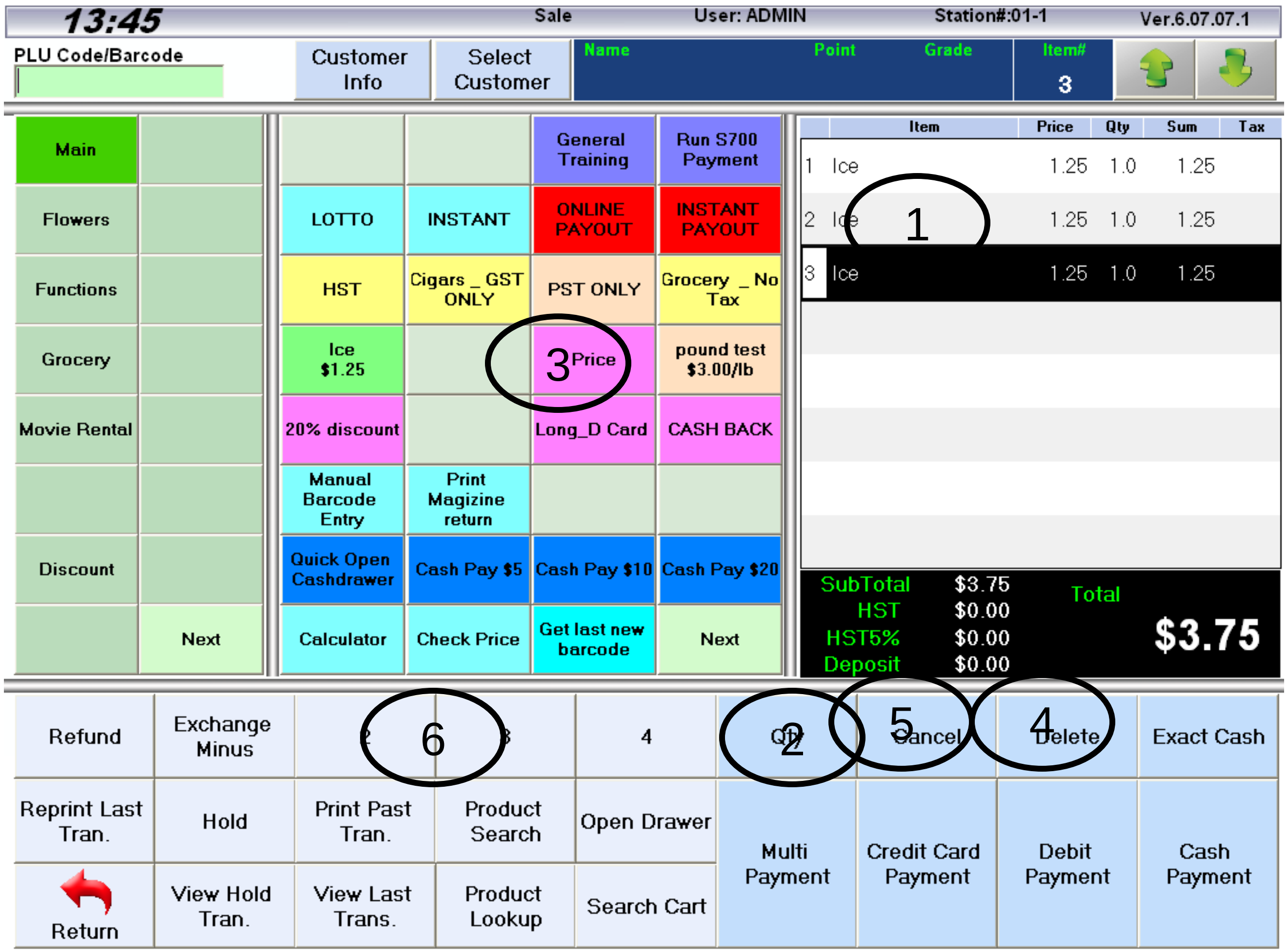
(3) Click [Make PO] to create purchase order for checked items

(1) Pick Products to Examine

- [Today Received]: Items received today
- [All]: All products are shown
- [By Barcode]: Search by barcode
- [By Name]: Search by name
- [By Vendor]: Search by vendor
- [By Category] Search by Category
- [Auto Order]: Products that need to be ordered automatically
- [Auto Order M]: Products with less than the required stock

7. Sale Screen

7.1. Basic Sale Buttons



(1) Select Product

(2) Click [Qty] to edit number of purchased items

(3) Click [Price] to edit price

(4) Click [Delete] to delete 1 item from shopping cart

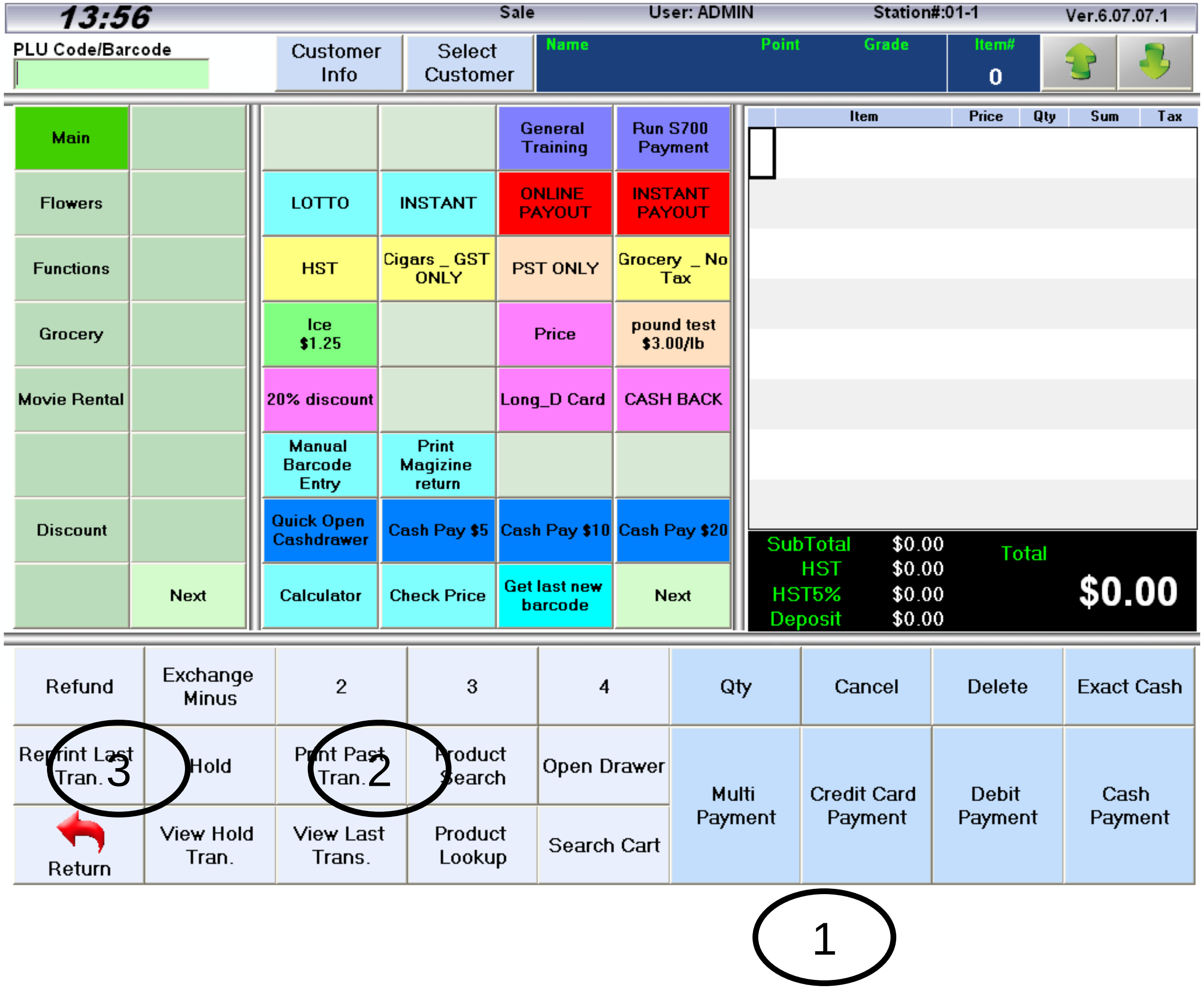
(5) Click [Cancel] to delete all items from shopping cart

(6) Can pick number of selected items quickly by pressing these buttons

-Highlight specific item from shopping cart and perform functions using above buttons

7. Sale Screen

7.2. Printer-Related Buttons



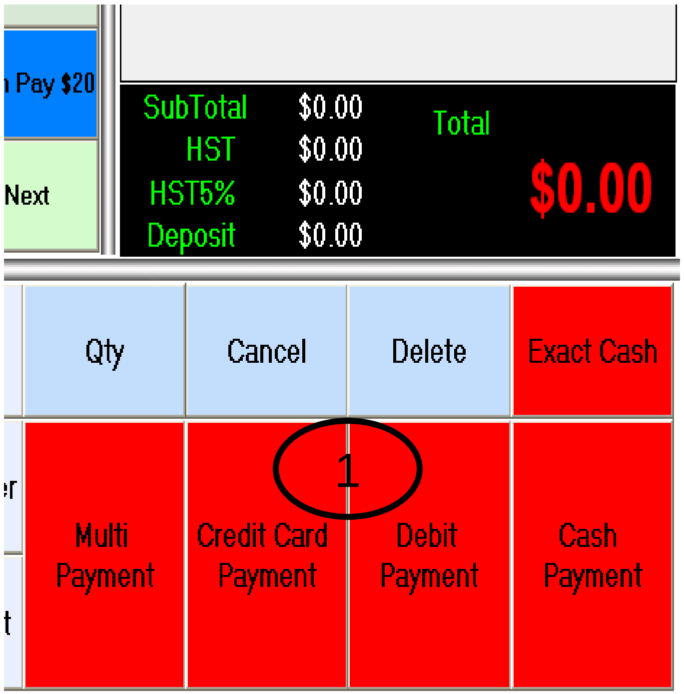
(3) In case you wish to re-print transaction, click [Print this Tran]

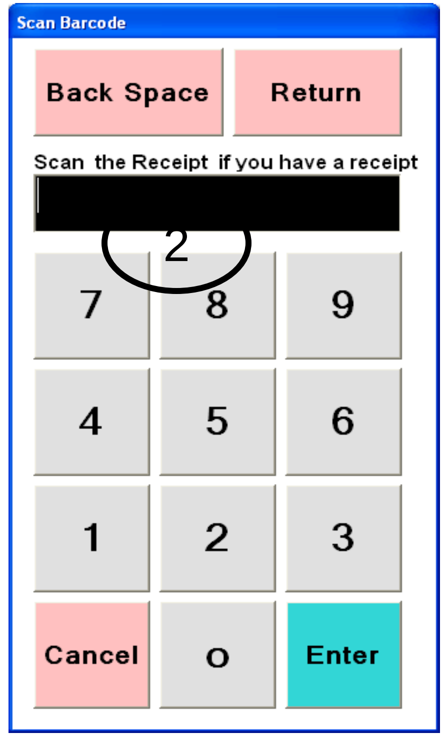
(1) Originally the receipt is not printed. If you wish to print the receipt, click [Print Option], and vice versa

(2) To re-print last transaction, click [Last Reprint]

7. 세일 화면

7.3. Refund with Receipt barcode scanning





(1) To issue refund, click [Refund]. Then Payment button will appear in red

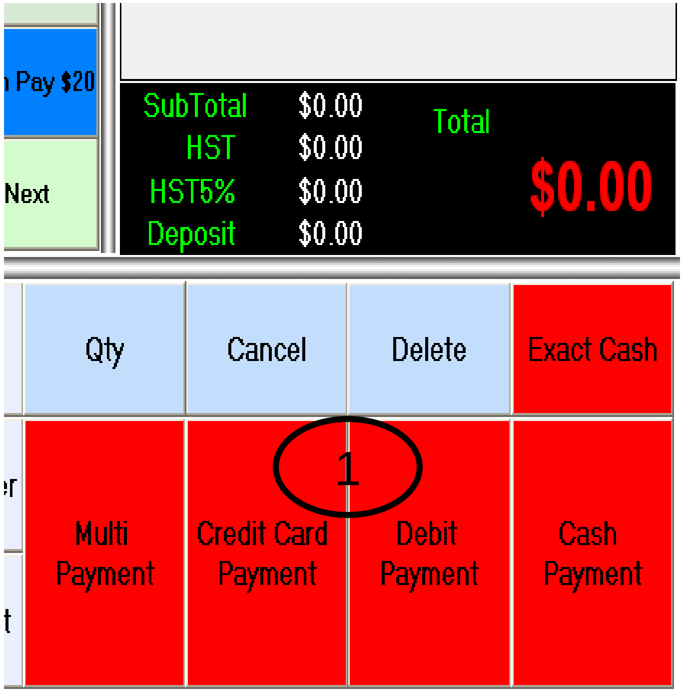
(2) Scan customer's receipt

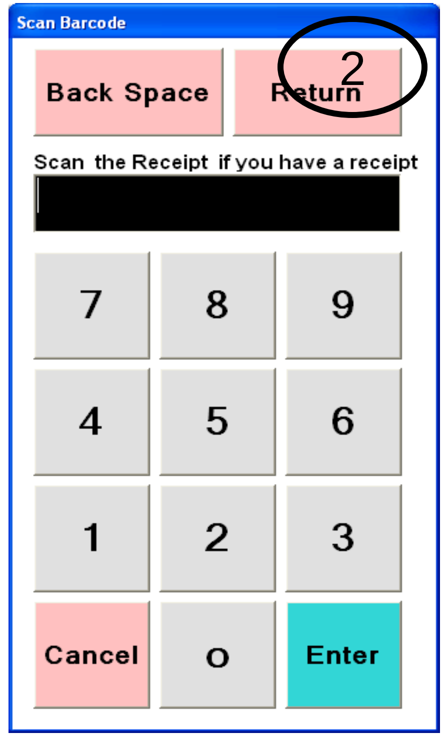
(3) Leave in Items you wish to refund, [Void] the rest. Then click Payment to end transaction

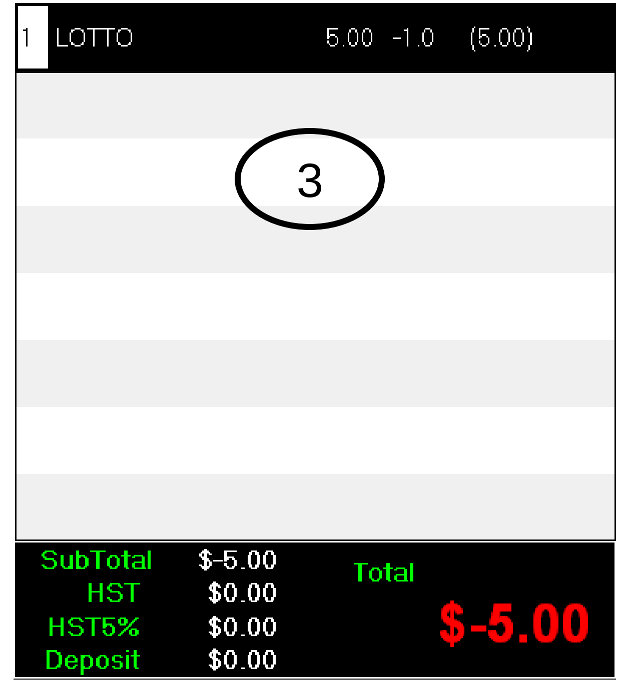
-Refund and Sales have same interface.
-But Refund Payment is in red
-Can either scan receipt or the code of the product you wish to refund

7. Sale Screen

7.4. Refund without Receipt barcode scanning







(1) To refund, click [Refund]. Then Payment buttons will appear in red

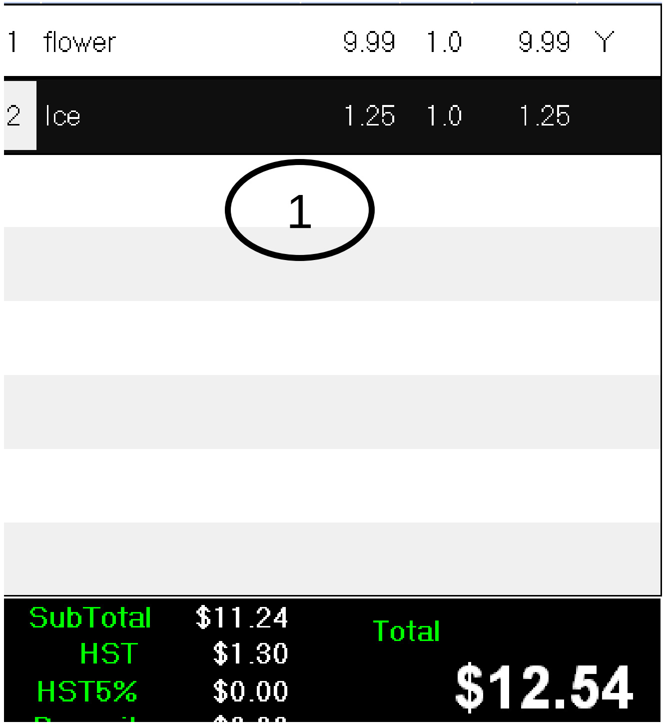
(2) Click [Return]

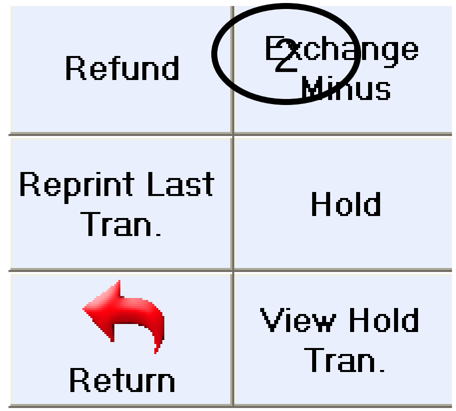
(3) Scan barcode of refunded product on main screen, then click Payment to end transaction

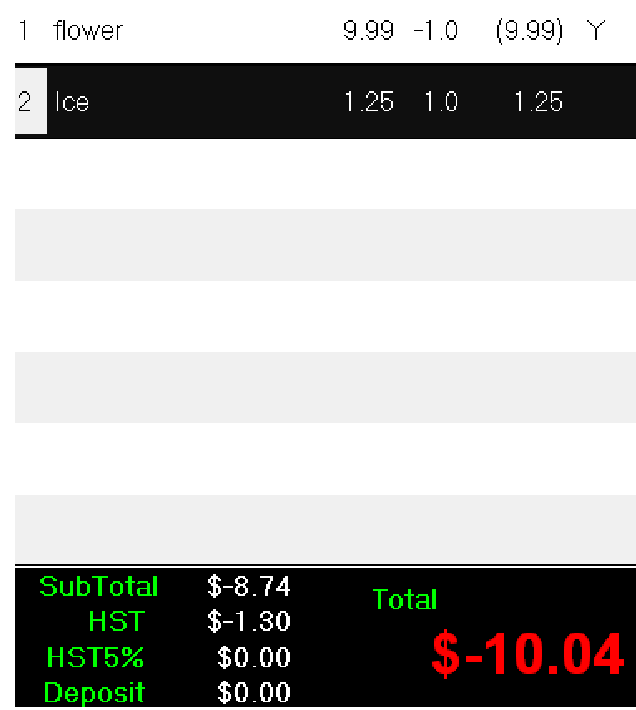
-Refund and Sales have same interface
-But Refund Payment will appear in red
-Can either scan receipt or product

7. Sale Screen

7.5. Exchange







(1) If you wish to sell 1st product, but return the 2nd, put both products in shopping cart

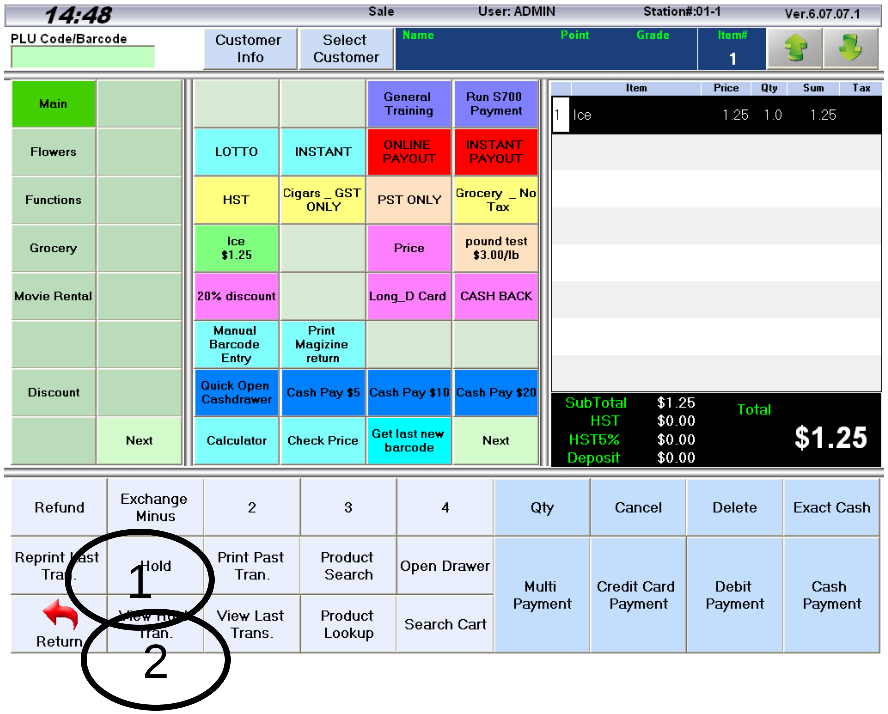
(2) After selecting item from shopping cart, click [Exchange Minus]

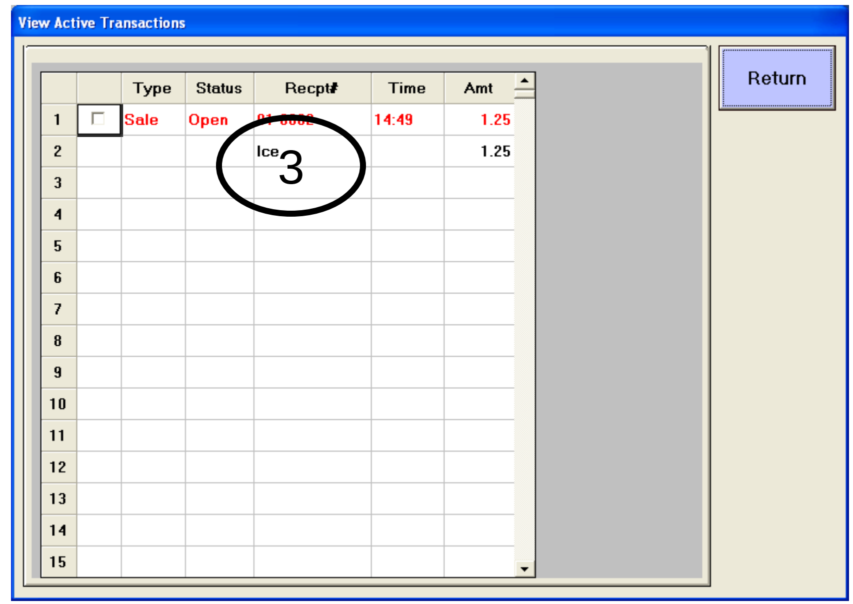
(3) Product's price will appear as negative

-Used in case of returns
-Payment will appear in red if the price is to be negative
-If negative, [Multiple Payment] will not function

7. Sale Screen

7.6. Hold and Restore





<Holding>

(1) After scanning item, click [Hold]

<Restoring>

(2) Click [View Hold Tran]

(3) Select transaction you wish to restore

- No Limit to # of transactions you can Hold
- If no Payment is made to transactions on Hold, it is automatically Void and will be indicated as such on Report

7. Sale Advance

7.8 Multipayment

(1) Pay using Visa

(2) Visa Pay result will appear

(3) Pay the rest with Mastercard

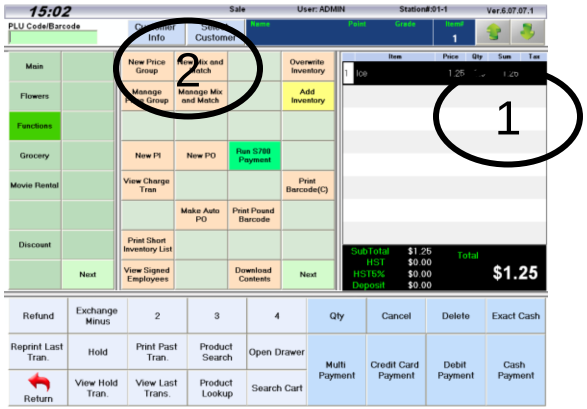
(4) If mistake is made, press [Clear] and re-do

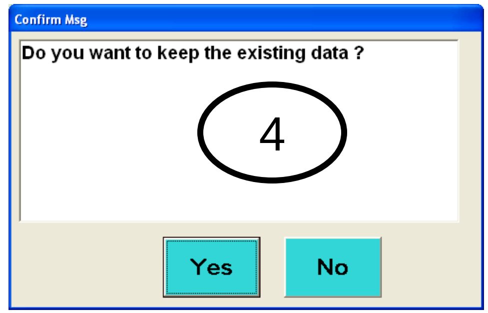
(5) If cash is handled, press [Return] and change

- Click relevant payment method
- Can mix different kinds of payment (up to 7)
- Gift cards can be used here
- Point Card rewards can be used here

7. Sale Advanced

7.9 Mix and Match

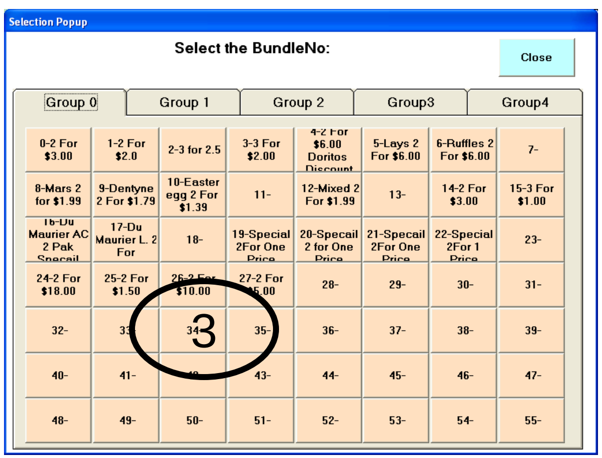


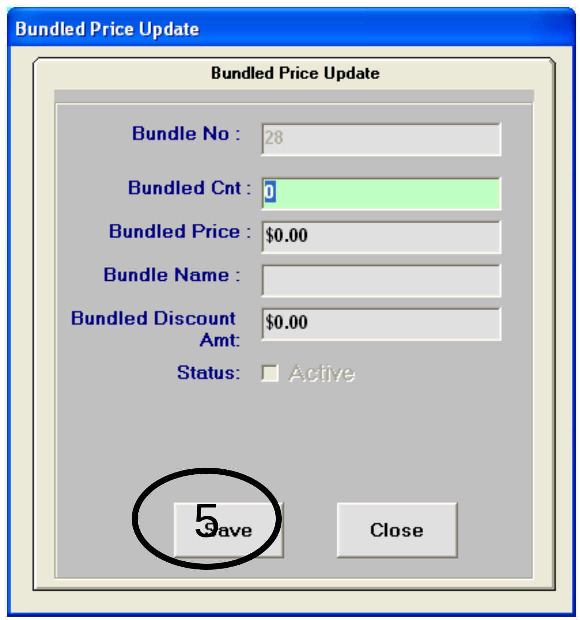


(1) Scan selected items

(2) Click [Function] category and select [New Mix and Match]

(3) Select location to put in new [Group]



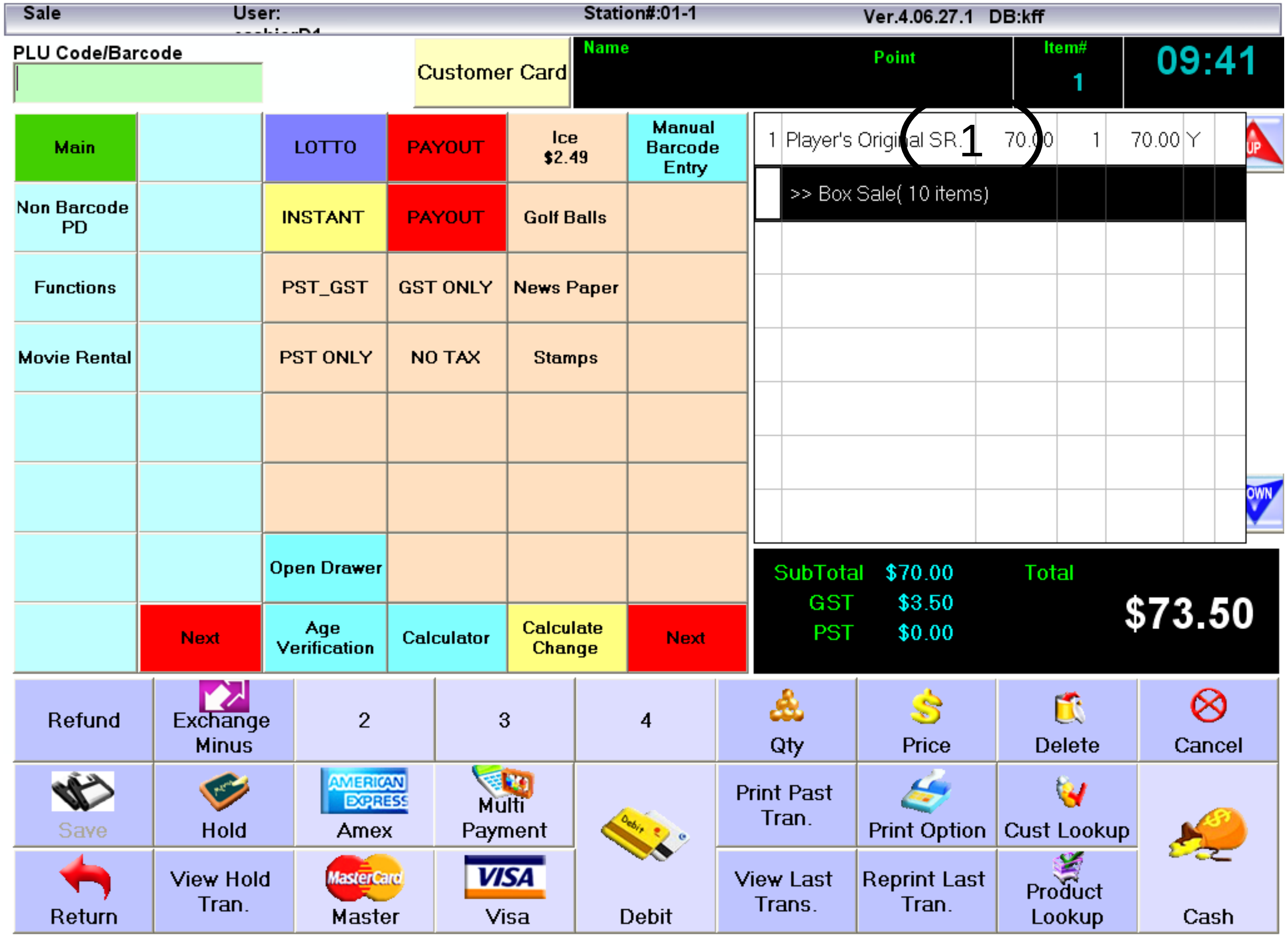


(4) If you wish to put it within existing Group, click [Yes], if you wish to delete entire previous group and start anew, click [No]

(5) Enter in bundle No, Cost, Name, Price, and other info, then click [Save]

7. Sale Advanced

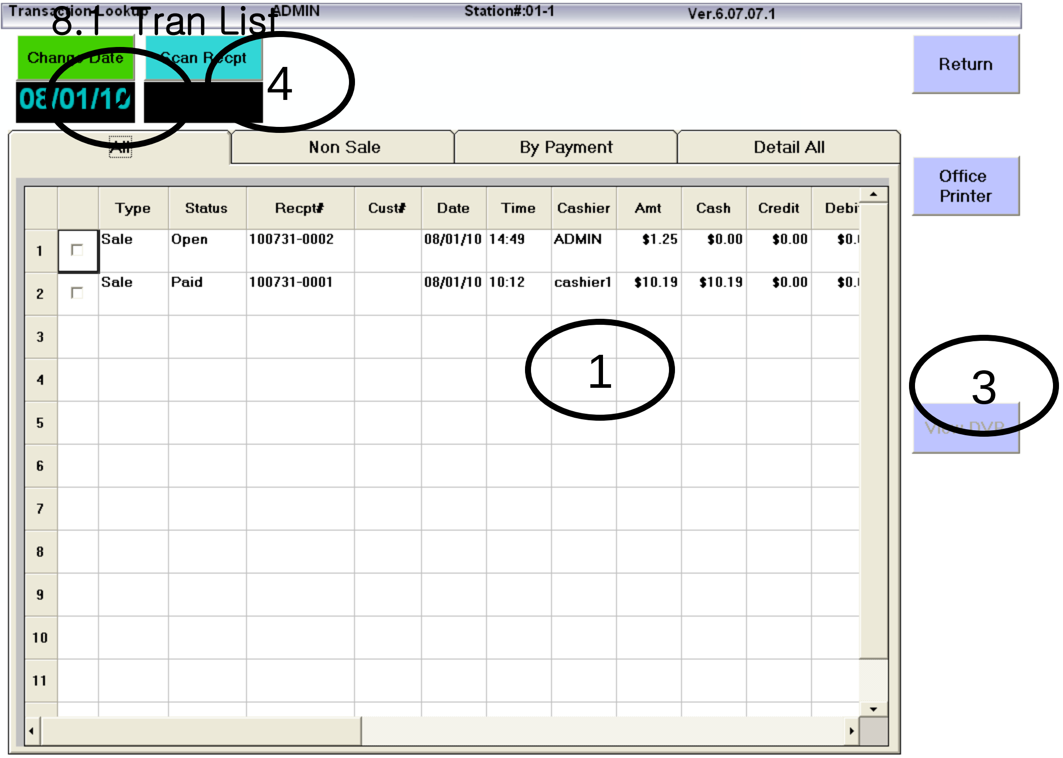
7.10 **Carton (Box) Sale**



(1) After scanning box barcode, sale is possible. Can edit stock quantity

8. Reports

8.1 Tran List



Tip1:Short Function

-Click column header on All Reports and list will shorten by column

(1) Will show all transaction reports for the day

(2) Used to view transactions from yesterday

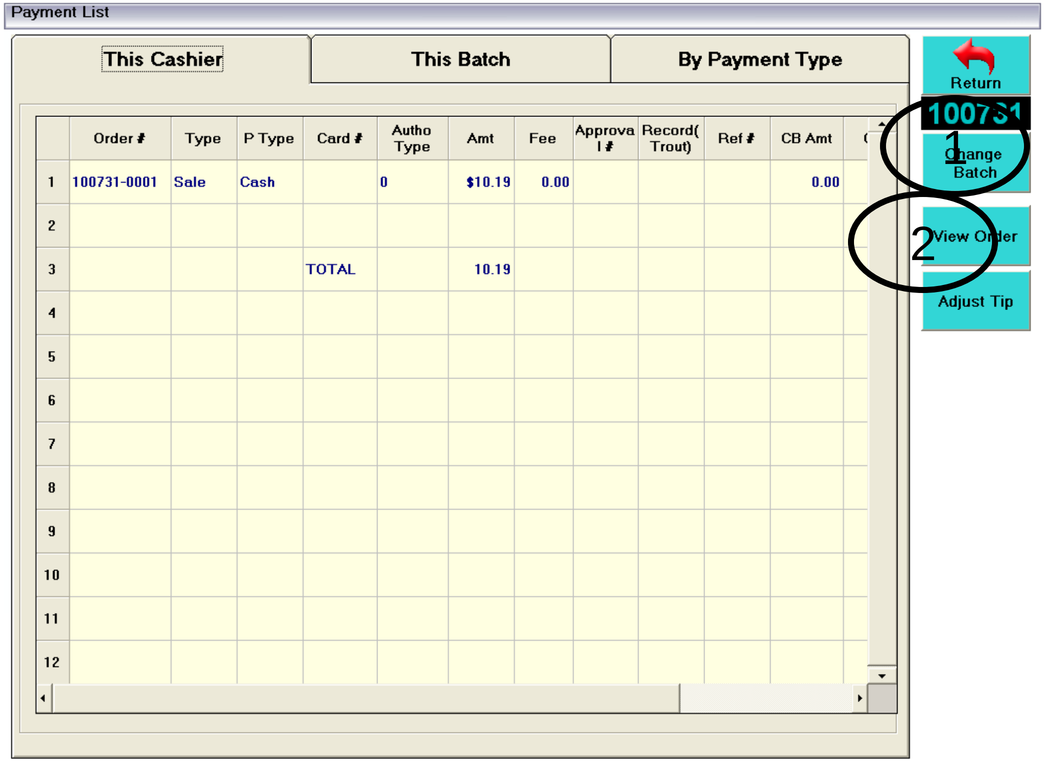
(3) Click [View Tran] for detailed query

(4) Click [Scan Receipt] to examine specific transaction

1. Below are types of Reports
- Tran List: All transactions are shown
- Payment List: All payment transactions are shown
- PD List: All product info is shown
2. Use [View Tran] to examine transaction individually

8. Reports

8.2 Payment List



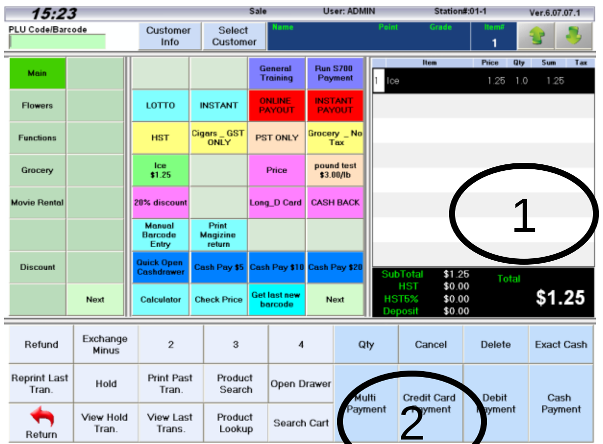
(1) Used to view transactions from yesterday

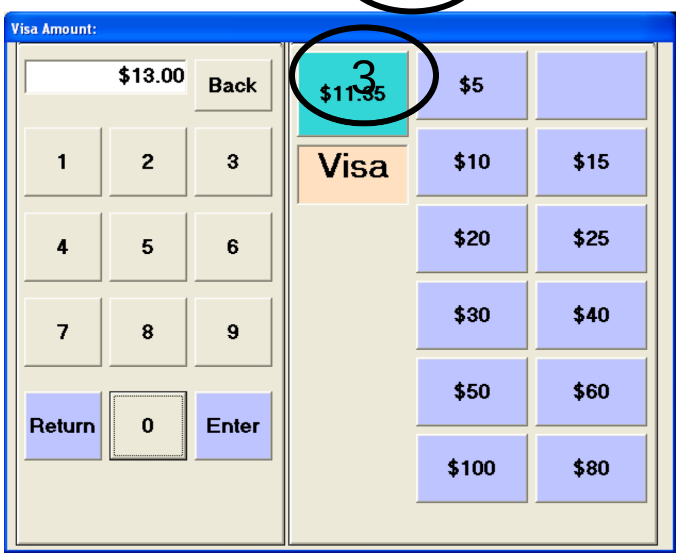
(2) Click View Order for detailed query

- In case of multi-payment, each payment will be listed separately

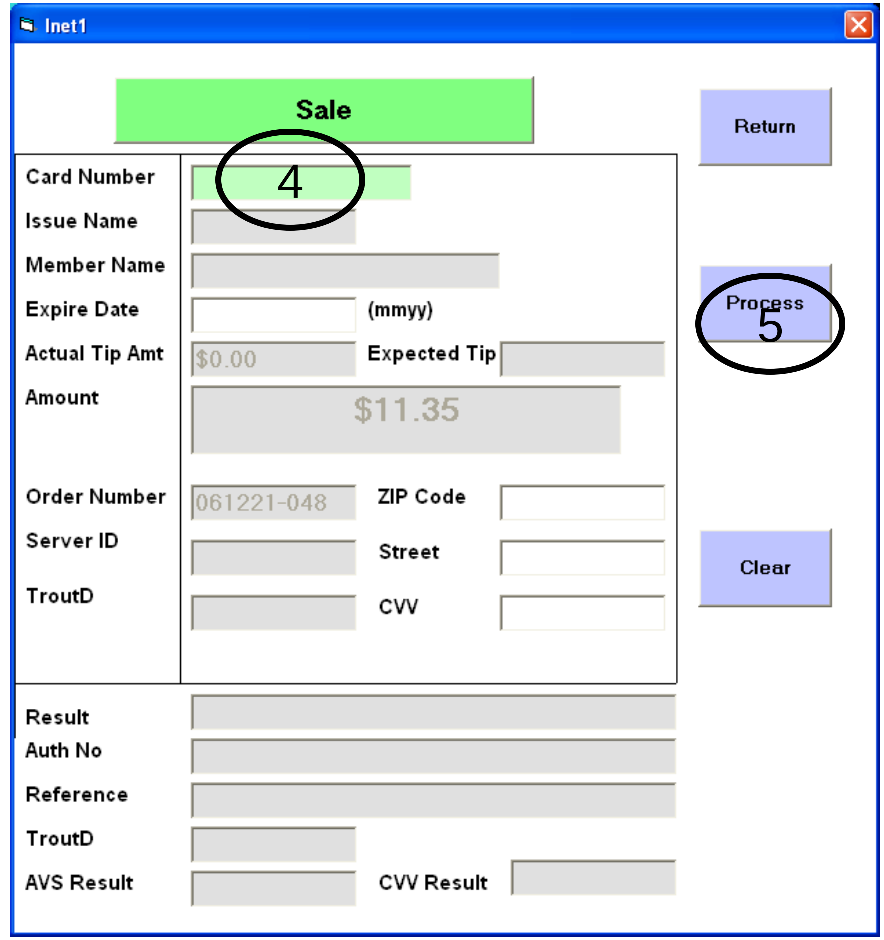
9. Payment Integration Mode

9.1 Credit Card Sale





- Uses credit approval of POS
- Currently provides service using PCCharge Module
- Process can be set in Business Setup
- Use Multiple Payment for multiple credit cards
- Credit issuers such as Visa/Master will decide according to card info



(1) Price is $1.25

(2) Select Credit Card Payment

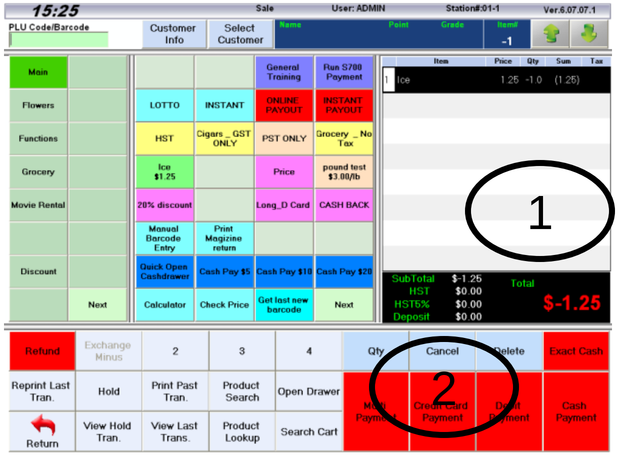
(3) Click Price

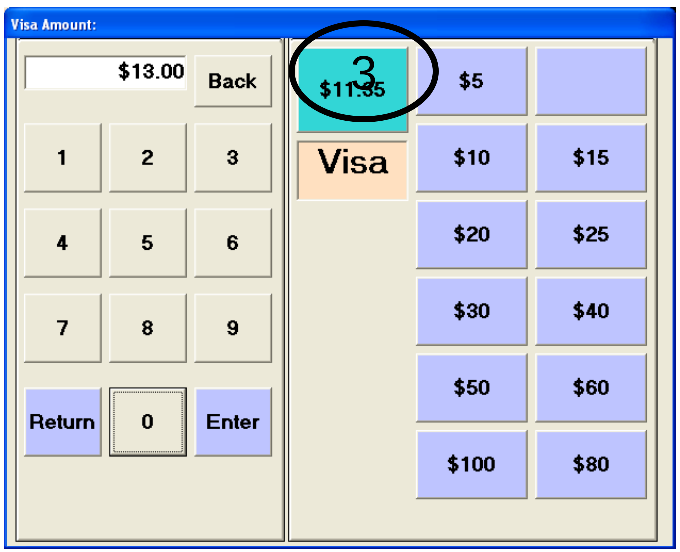
(4) Swipe Card

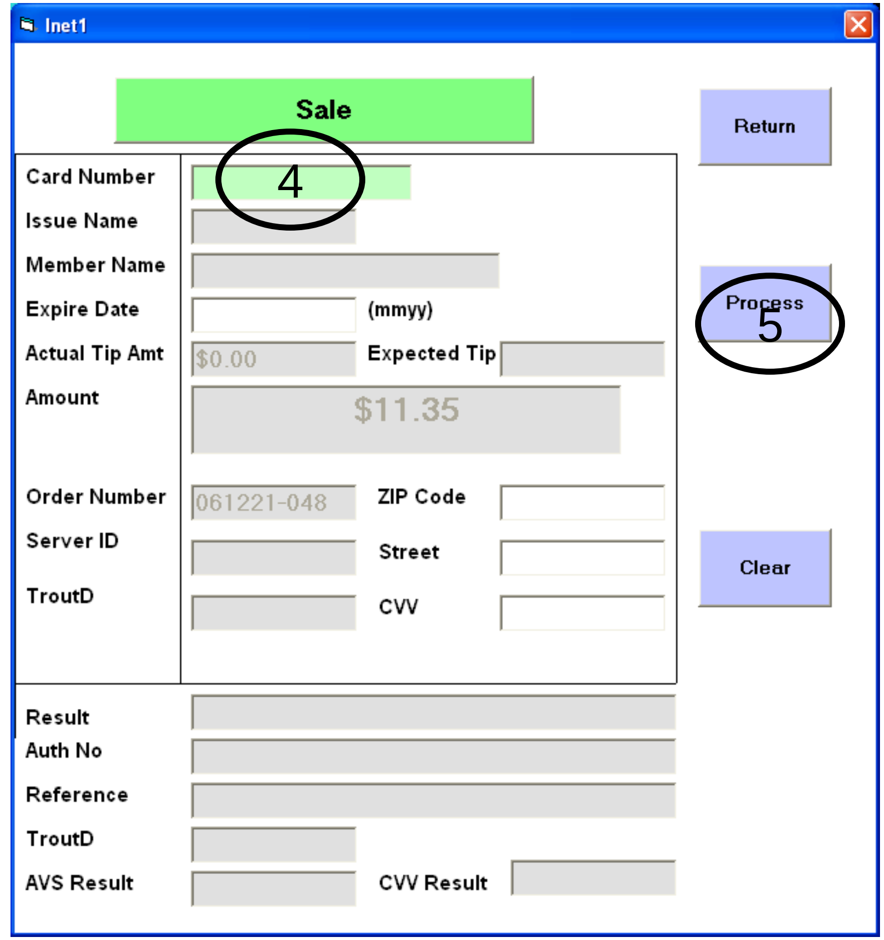
(5) If info is correct, click [Process]

9. Payment Integration Mode

9.2 Credit Card Refund







(1) Price to be refunded is $11.35

(2) Select Credit Card Payment

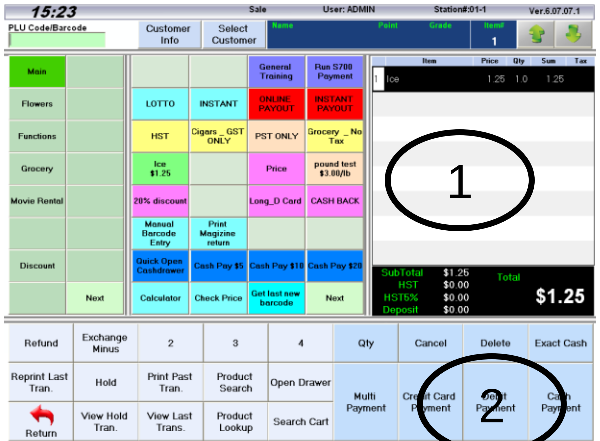
(3) Click Price

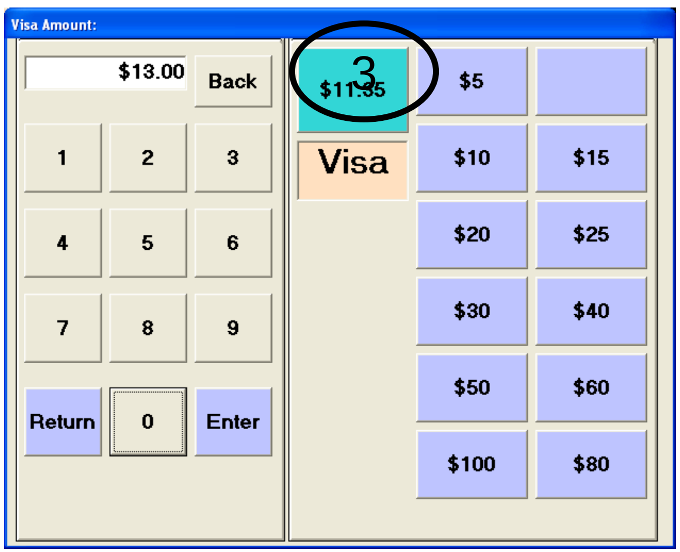
(4) Swipe card

(5) If all info is correct, click [Process]

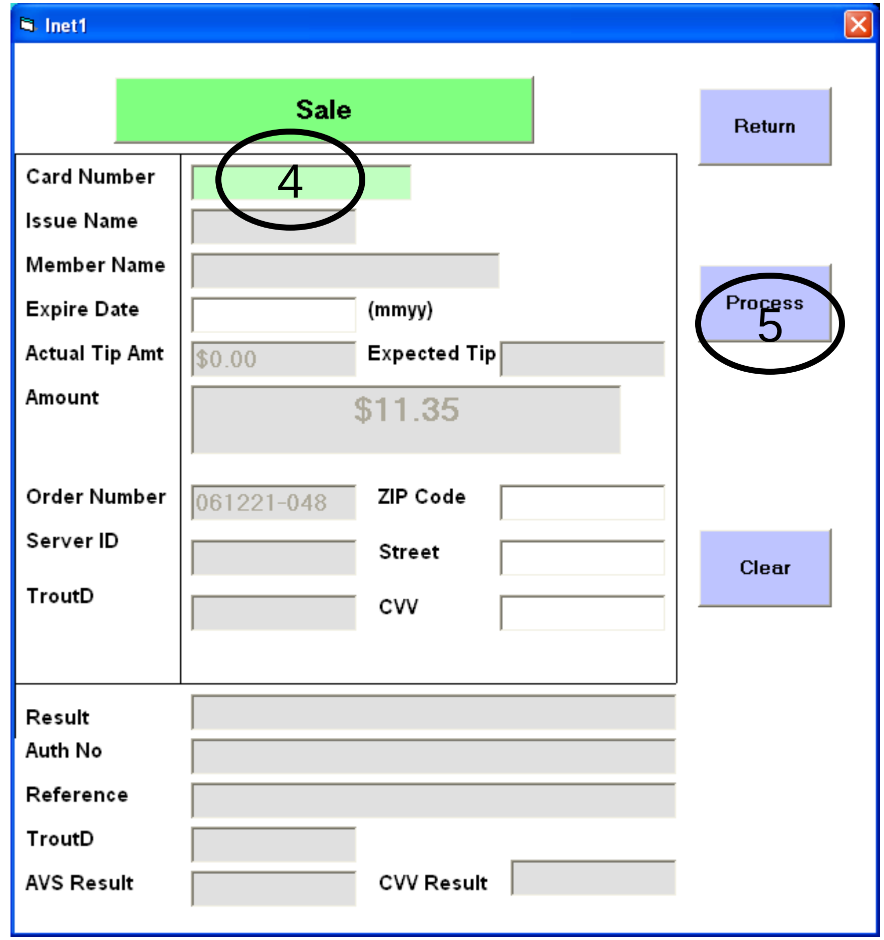
9. Payment Integration Mode

9.3 Debit Sale





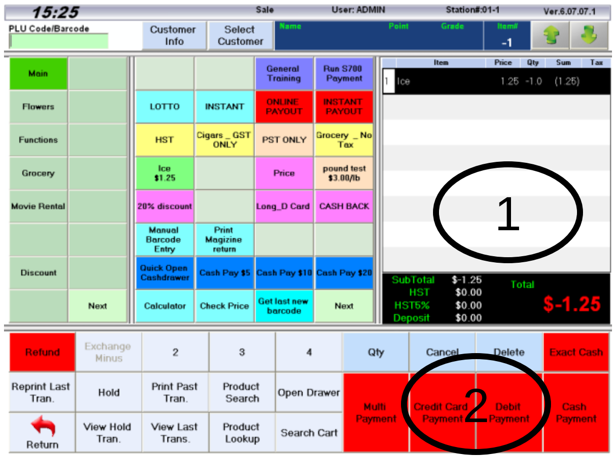
- In case of online debit, must enter PIN

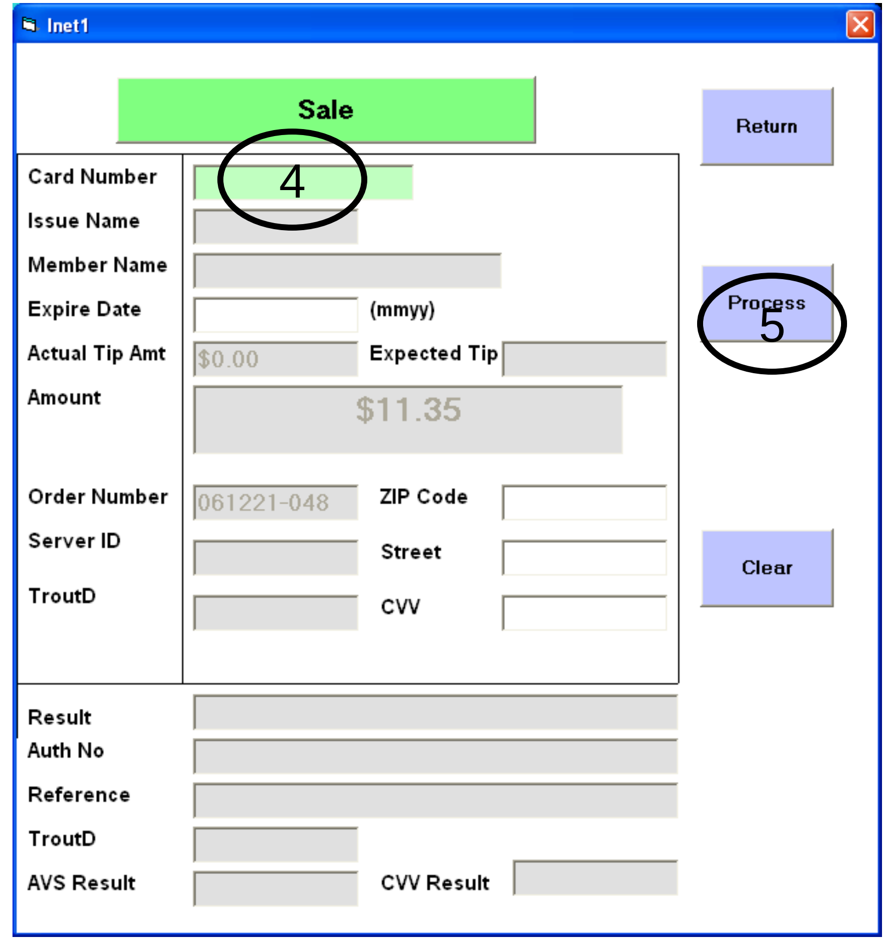


(1) Price is $11.35
(2) Select Debit Payment
(3) Click Price
(4) Swipe card
(5) If all info is correct, click [Process]

9. Payment Integration Mode

9.4 Debit Refund





(1) Price to be refunded is $11.35

(2) Select Visa Payment

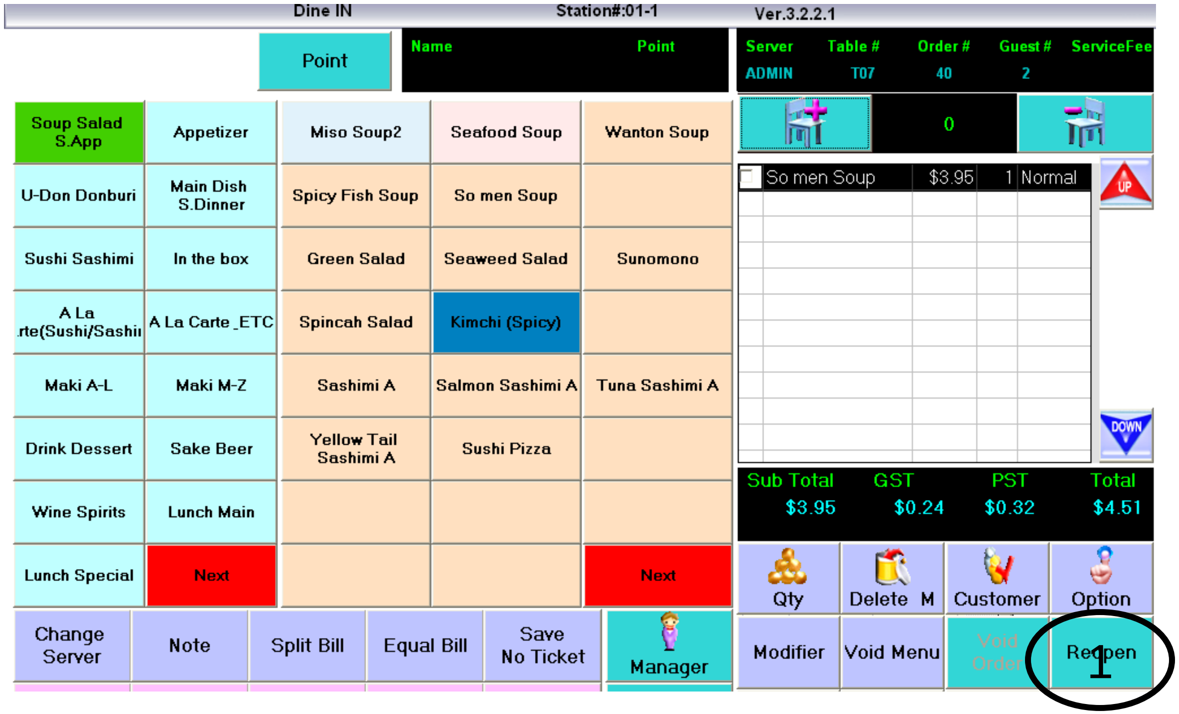
(3) Click Price

(4) Swipe card

(5) If all info is correct, click [Process]

9. Payment Integration Mode

9.5 **Reopen (Void)**

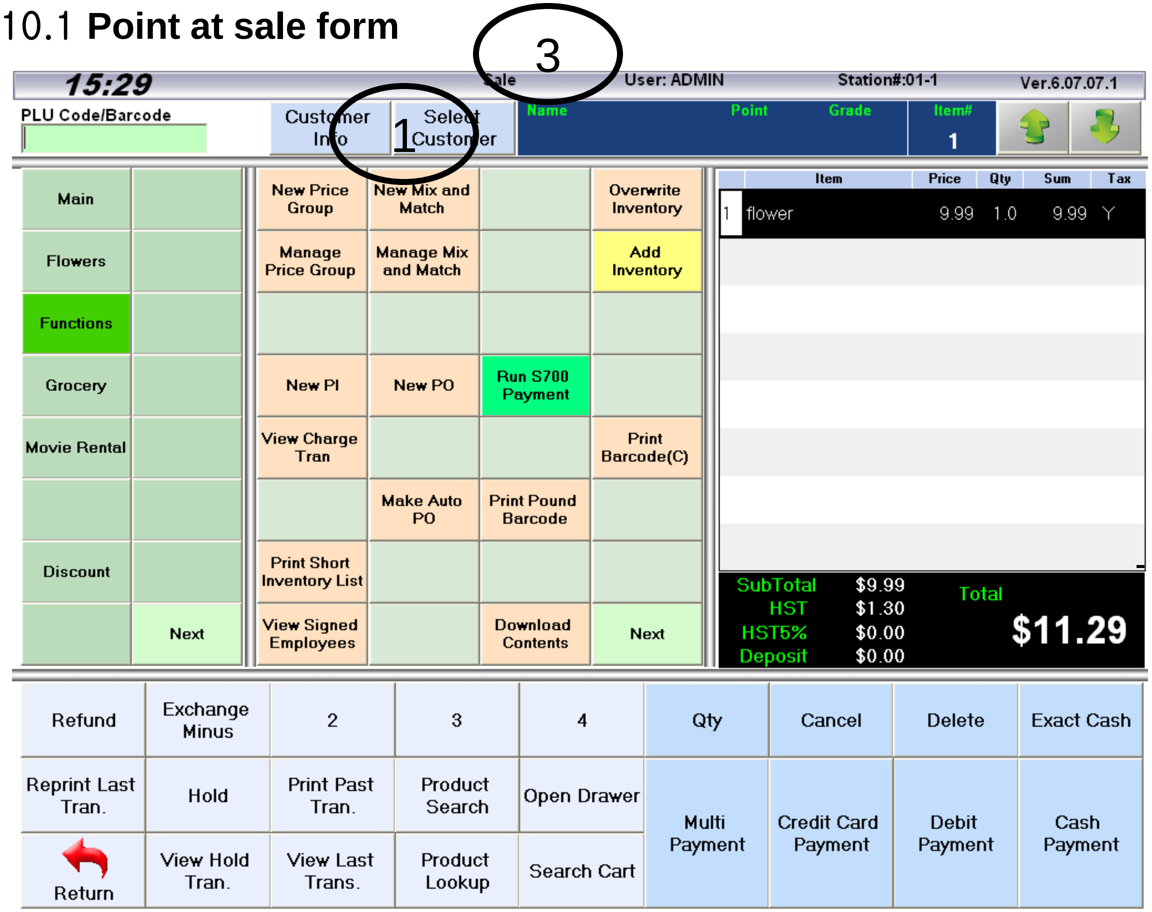


(1) Click [Reopen]

- Past transactions can be examined through Cashier, Batch, or TranList
- To cancel paid transactions, click [Void Order]
- To switch "Paid" status for a Paid transaction, click [Reopen]
- In case of payment integration, transaction automatically becomes void

10. Customer Card

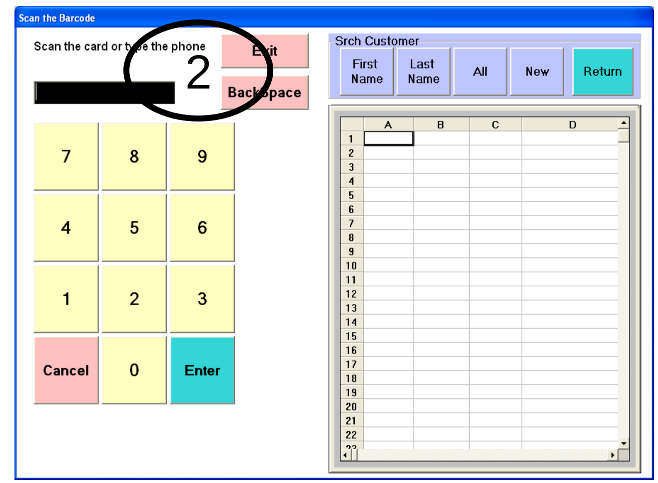
10.1 **Point at sale form**



(1) Click [Select Customer]

(2) Swipe customer card

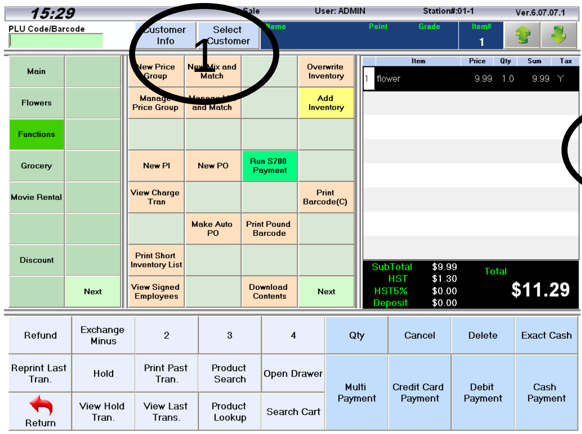
(3) Info is shown

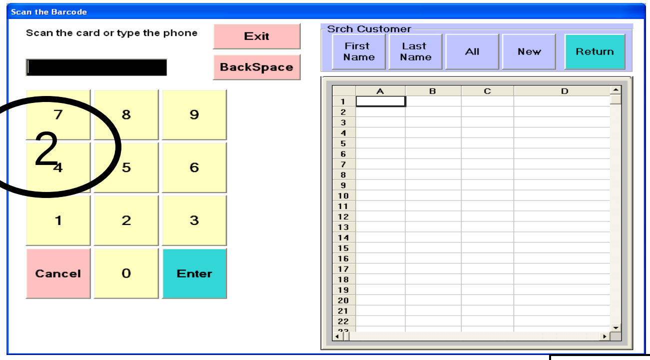


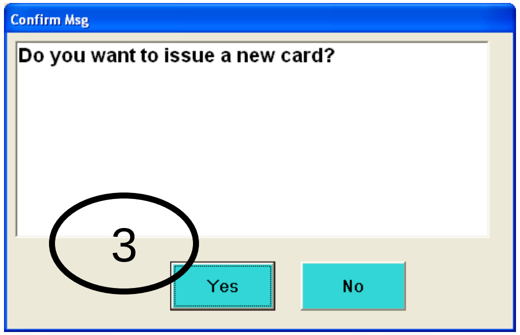
- If customer card is used, click [Point]
- MSR reader or barcode reader is normally needed
- If customer info exists, it will appear, if not, customer info input form will pop up
-Point card only needs to be swiped once to be saved to database, thus can be returned to customer after 1 swipe
- Normally receives card after customer takes his/her seat, but can also receive card after bill is given to customer
- Instead of customer card number, phone number can be entered (using either 10, 7, or 4 chars)
- If 2 or more customers have same phone #, can select from customer list that appears

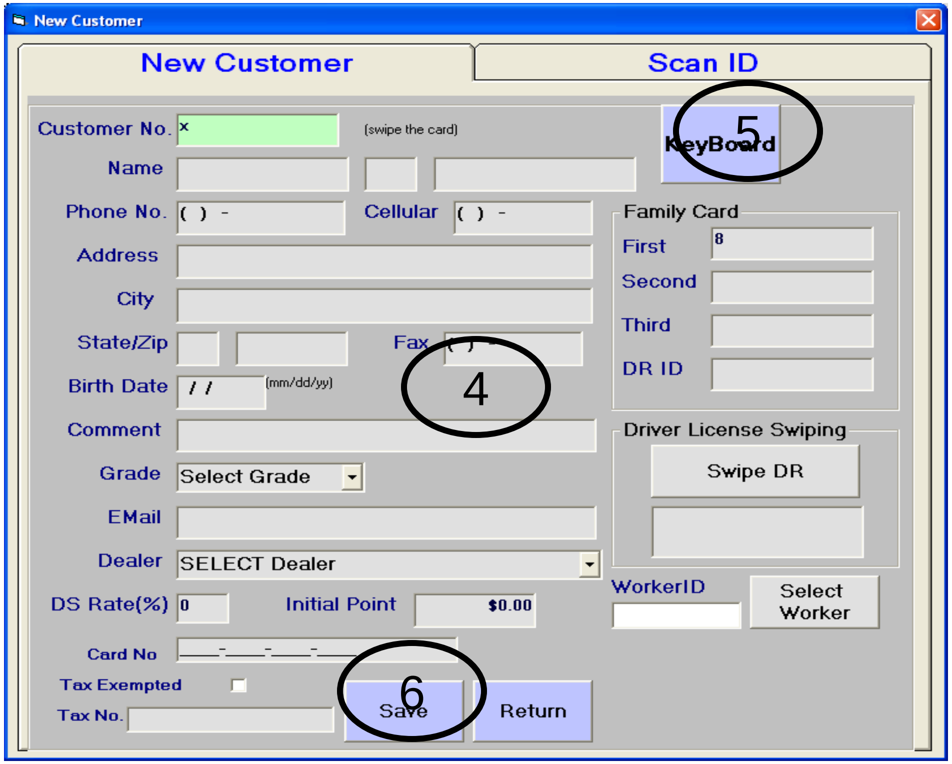
10. Customer Card

10.2 **A new card issue at the sale form**









(1) Click [Point]

(2) Swipe customer card

(3) For new cards, this popup will appear

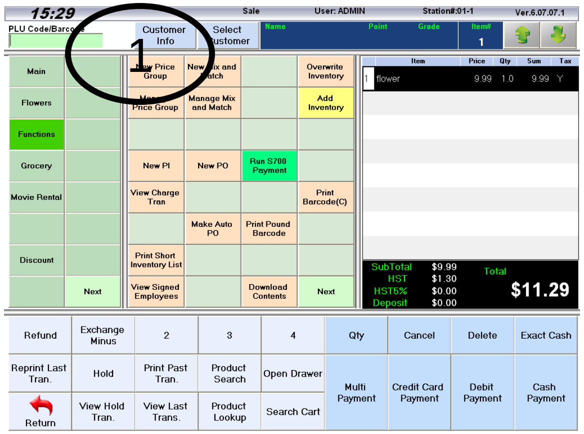
(4) New customer form will pop up - enter info in order

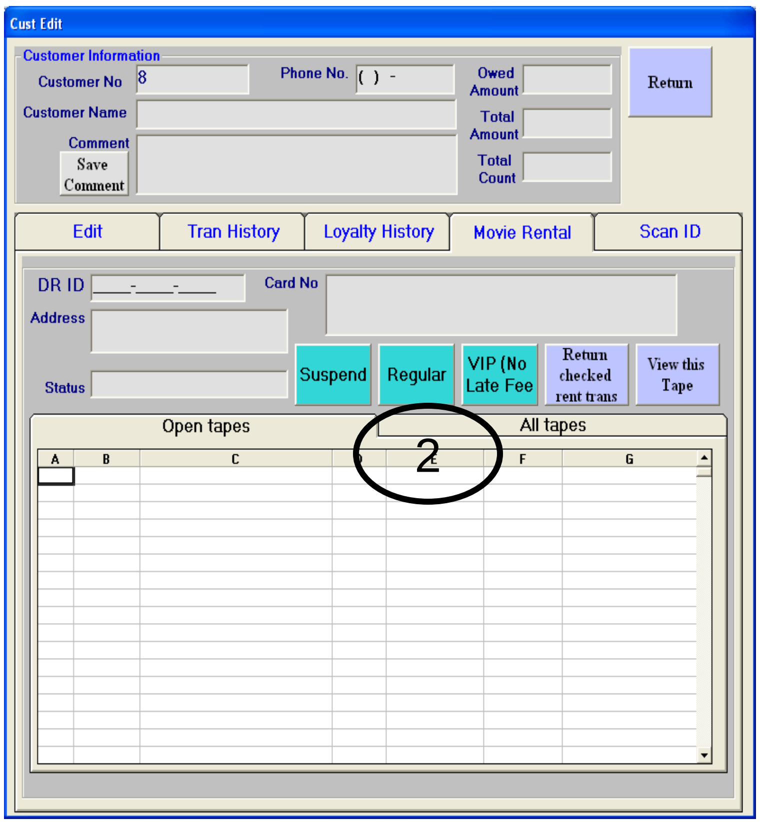
(5) Use touch screen for this step - Bring cursor to field and click [Keyboard]

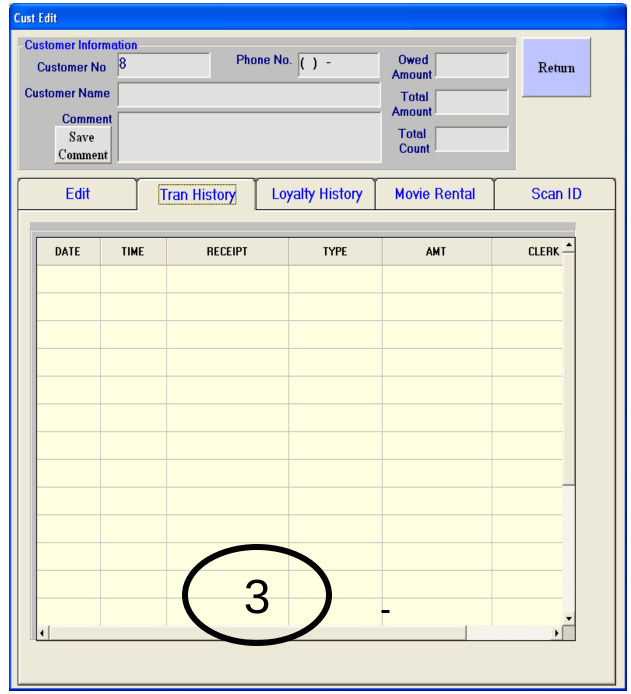
(6) Click [Save]

10. Customer Card

10.3 **Point and Customer Lookup**







(1) [Cust Info]

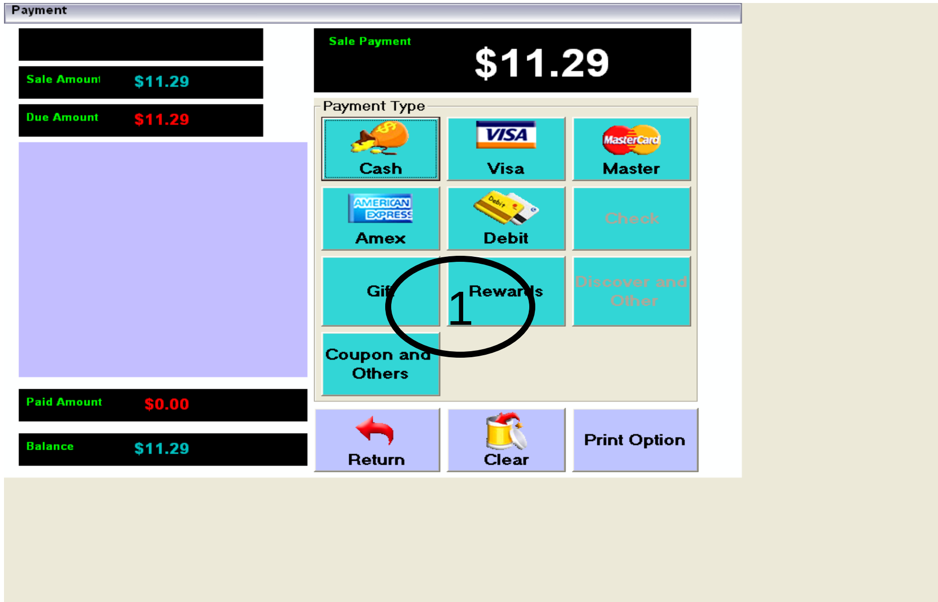
(2) Customer Info Edit Form

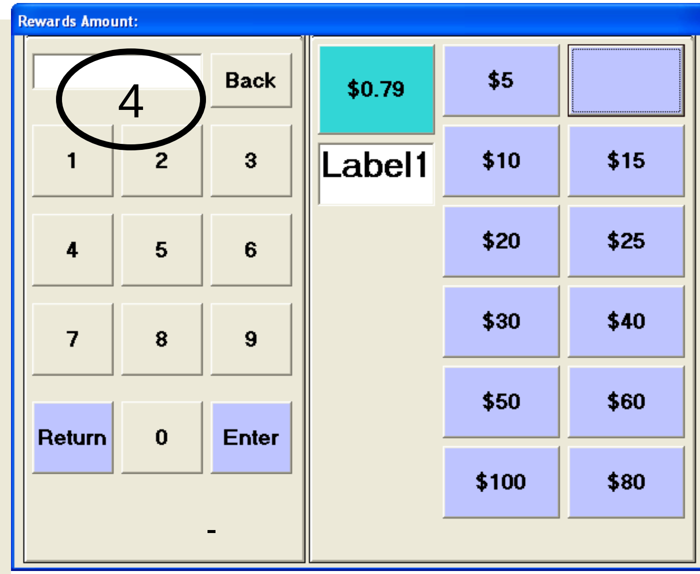
(3) Customer Tran History Form

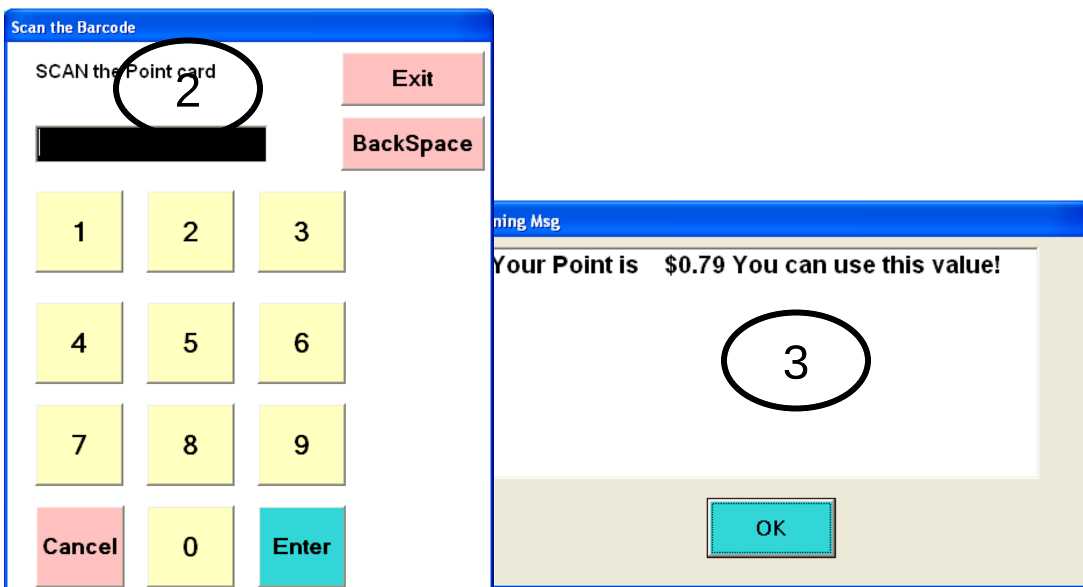
- If customer card is used by points, point rate is set in Store Management screen
- If Complex points from Store Mgnt screen are used, points are given according to payment method or customer level
- Point amount is decided based on price after tax
- Minimum price that is allowed to use points can be set in Store Mgnt screen
- Customer Info and his/her last order can be checked using customer pop-up screen

10. Customer Card

10.4 **Rewards on Payment**







(1) Click [Rewards] from Multiple Payment screen

(2) Scan point card

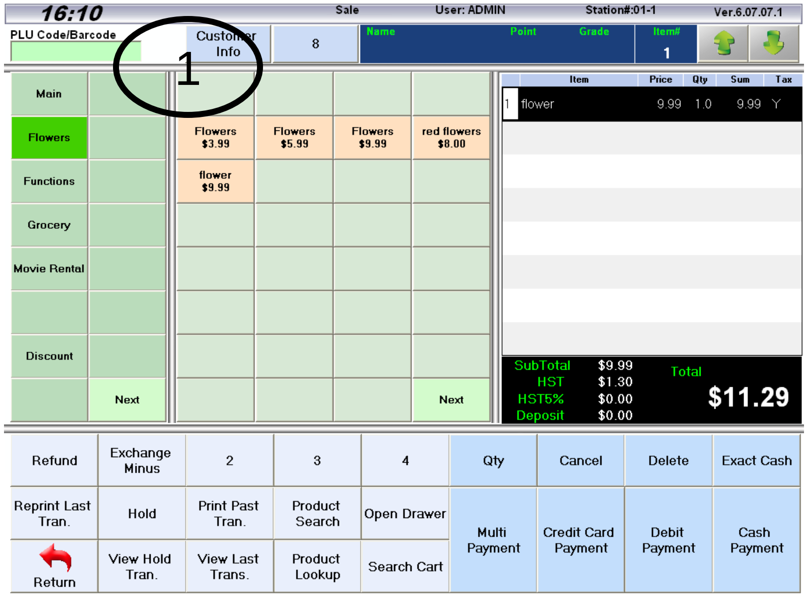
(3) Cash price that can use points is indicated

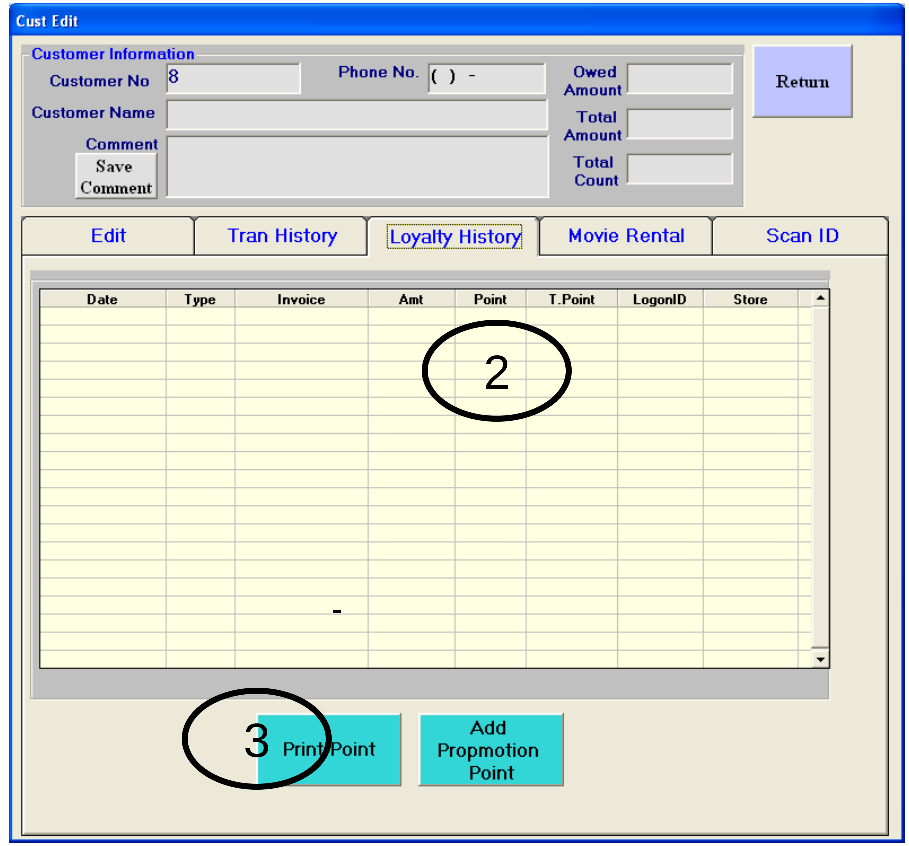
(4) Actual cash price entered

Minimum amount of cash used for Rewards is set in Store Mgnt

10. Customer Card

10.5 **Print current point**





- Used if customer wishes to know the status of his/her points
- First have customer edit form on screen, then click [Print Point]

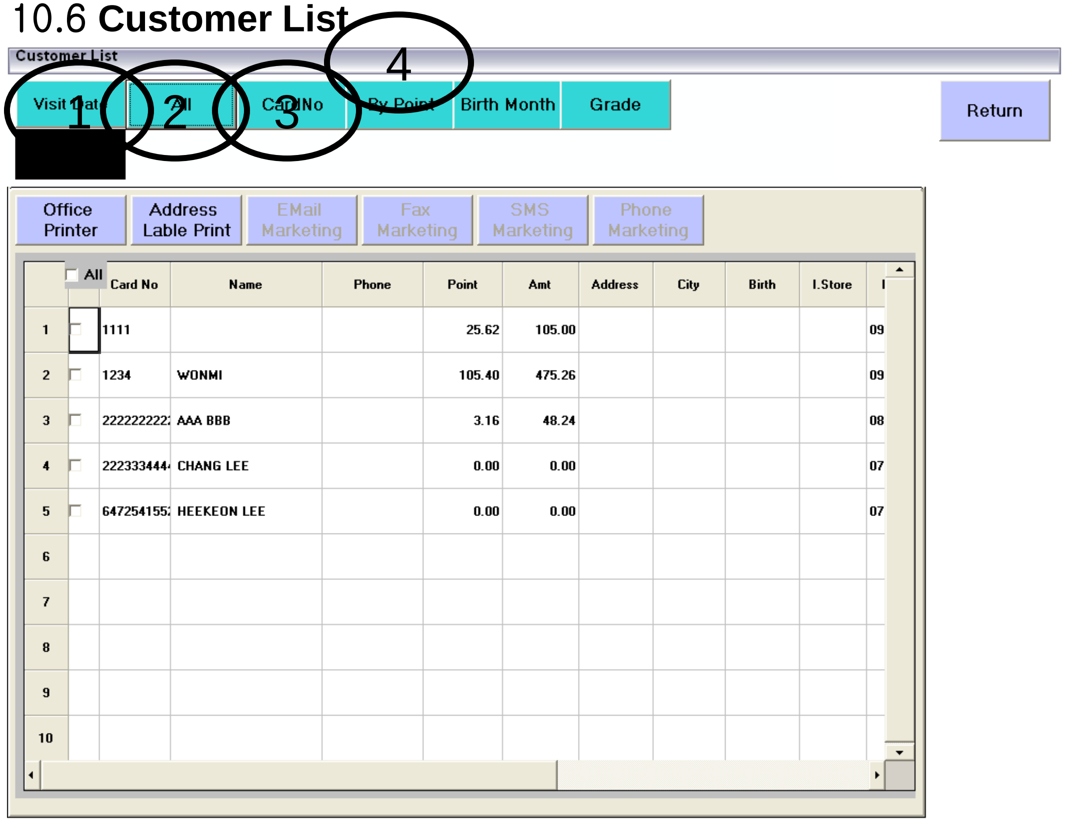
(1) Click [Customer Info]

(2) Customer Edit form appears

(3) Go to Loyalty History. Click [Print Point]

10. Customer Card

10.6 **Customer List**



-

- Screen with entire customer list
- Select [Customer] from Main Menu for screen
- Can also be used for telemarketing

(1) [View Date]: Only today's customers shown

(2) [ALL] :All customers are shown

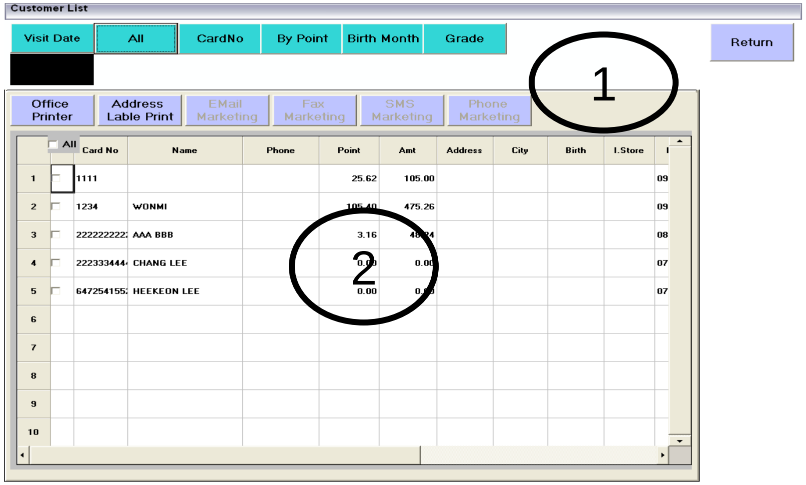
(3) [CardNo]: Search by customer Card #

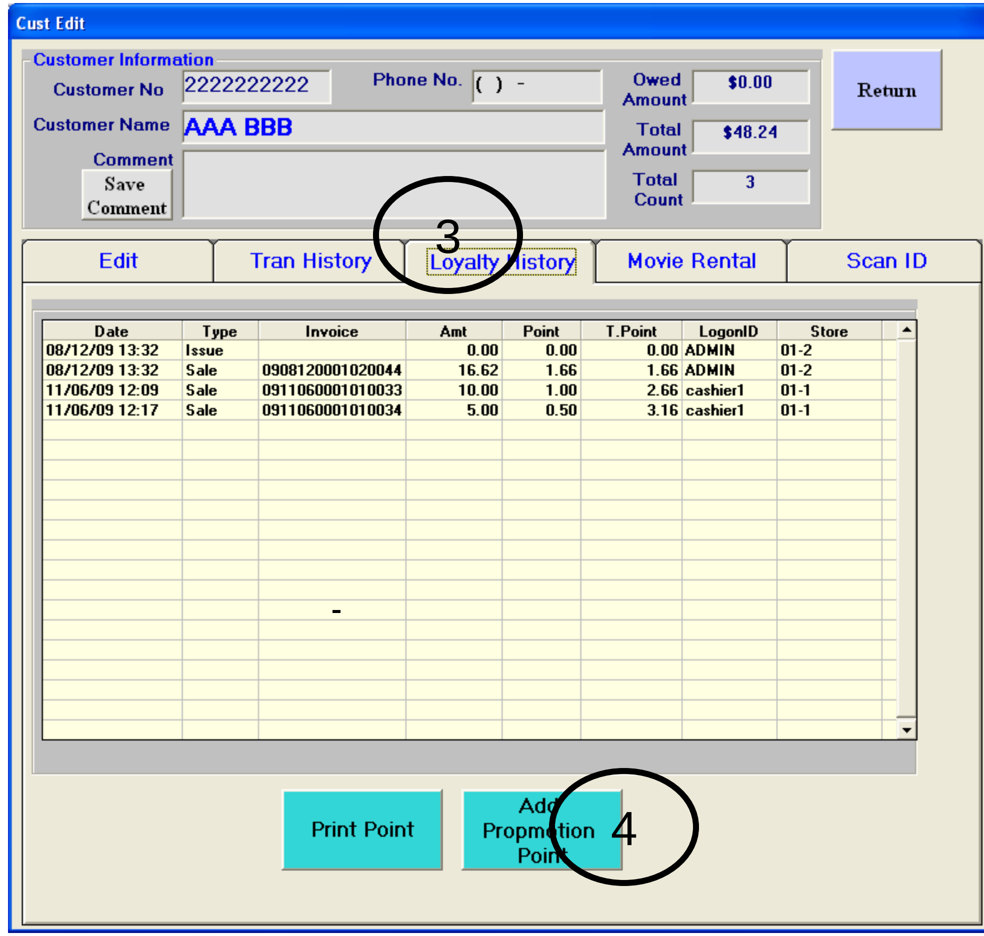
(4) [By Point]: Search by Customer points

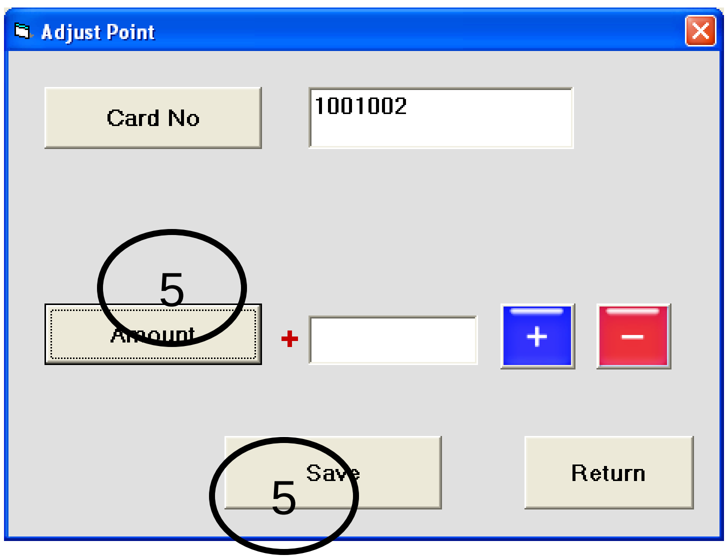
(5) [New Customer]: Click on a blank row.

10. Customer Card

10.7 **Adjustment Point**







- Used to control customer's points in adjustment to sales
- Can also be used if a customer has forgotten the card, but returns with both the card and the receipt after the purchase

(1) Select [Customer List] from Main Menu

(2) Select customer to adjust

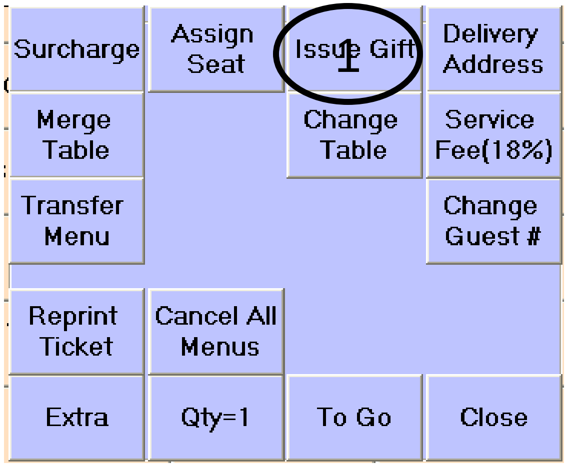
(3) Click [Loyalty History] tab

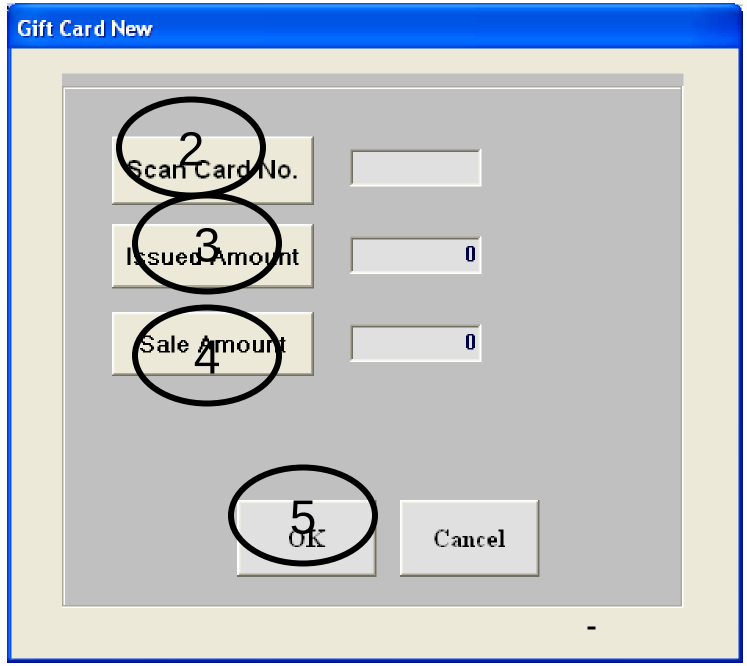
(4) Click [Add Promotion Point] and click Yes

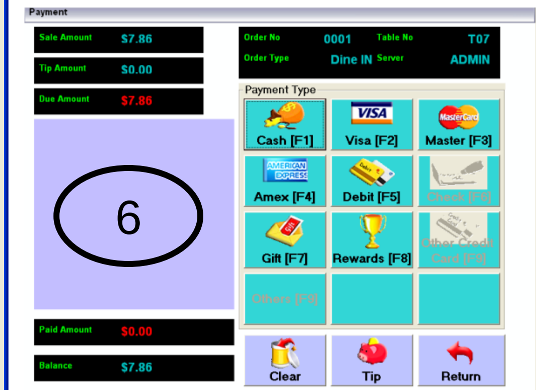
(5) Select [Amount] to adjust by, then click [Save]

11. Gift Card

11.1 Issue a news gift card







- Store can issue own gift card for payment
- Point card image and gift card image can use same design
- Issued amount can be any amount, at any discount the owner prefers
- No taxes for gift card
- No transaction fee for gift card
- Cannot re-issue lost gift cards
- As promotion, gift card can be issued to customers with no charge

(1) Click [Option]->[Issue Gift] from Sale screen

(2) Click [Scan Card No] and swipe gift card

(3) Click [Issued Amount] and enter the amount issued

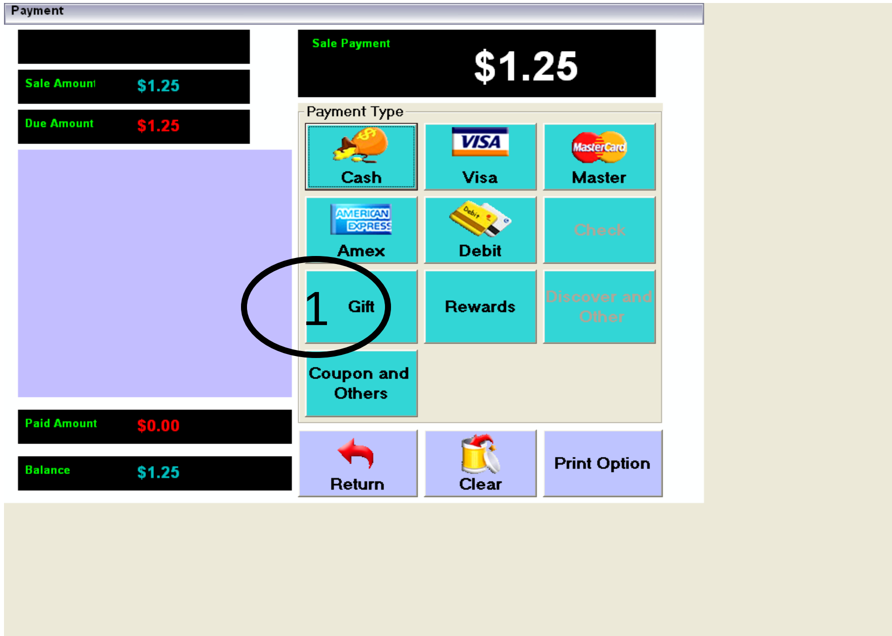
(4) Click [Sale Amount] and enter in the sale amount

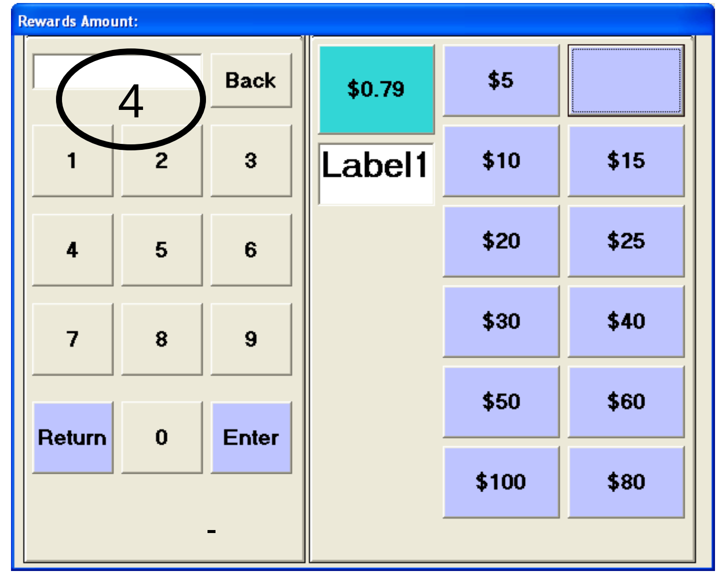
(5) Click [OK] to return to Sale screen

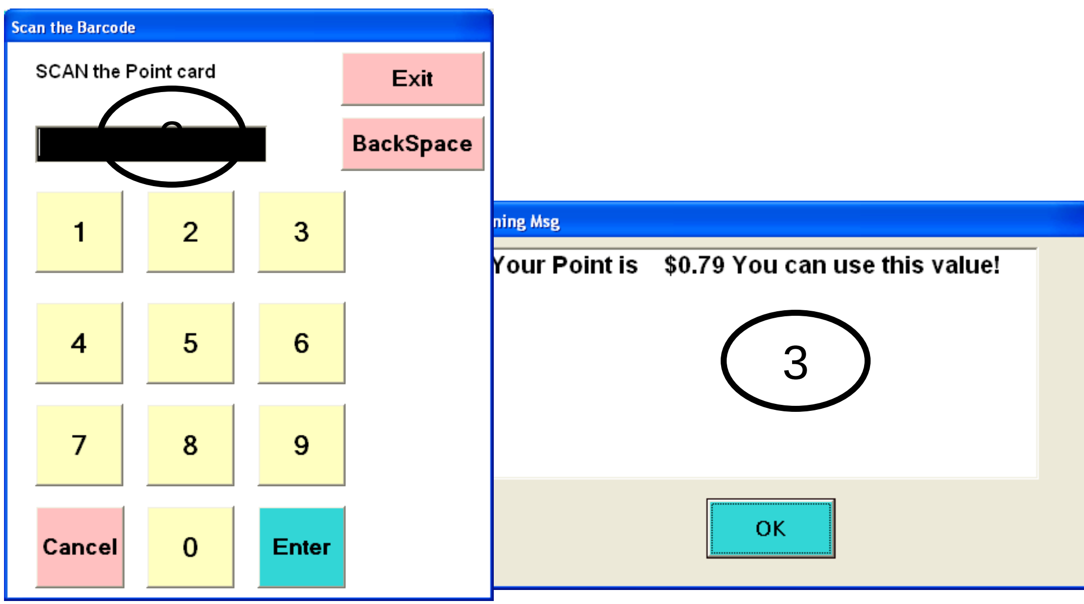
(6) Will only be activated after payment is processed

11. Gift Card

11.2 Gift Card Payment







(1) Click [Gift] from Multiple Payment screen

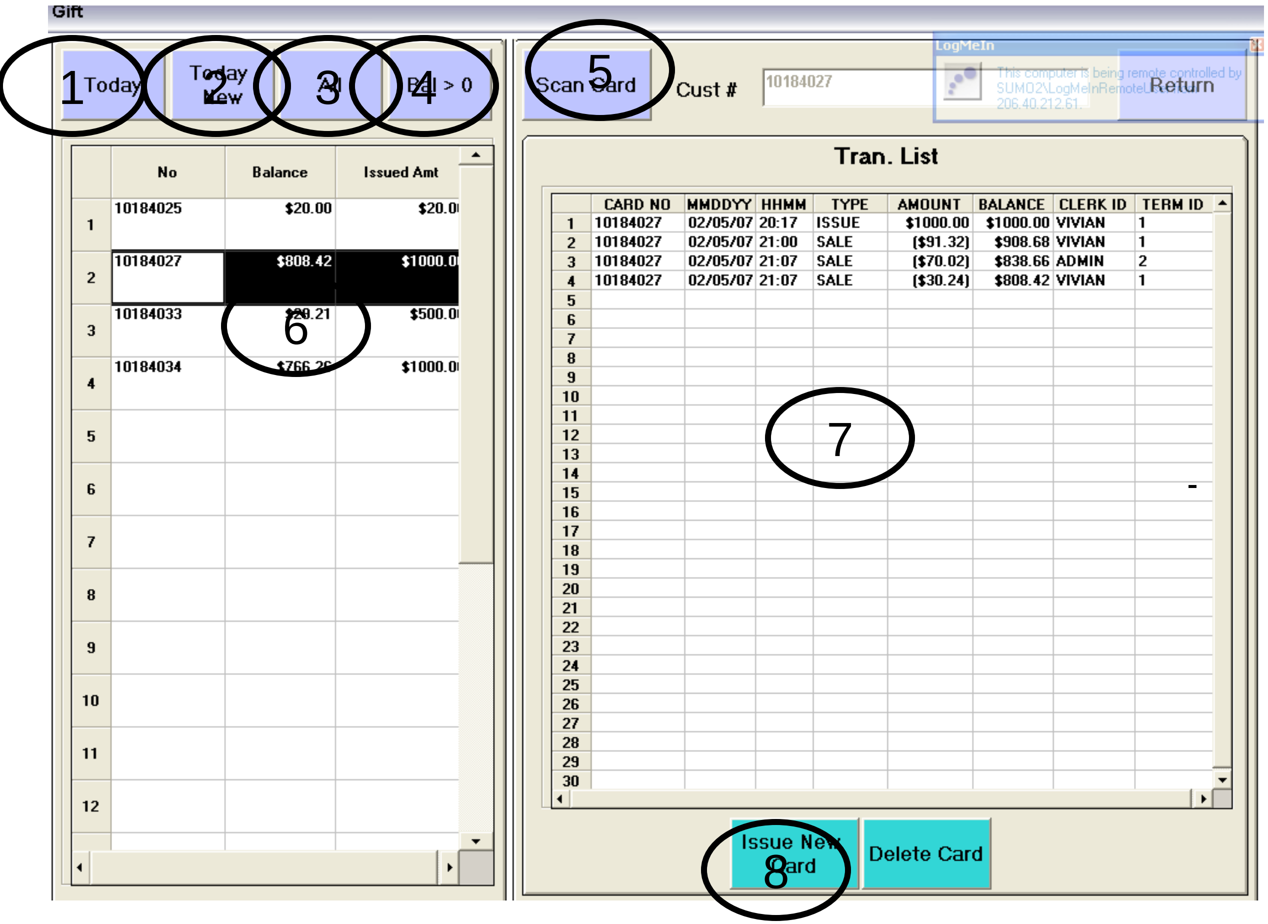
(2) Scan gift card

(3) Amount of cash left over in gift card

(4) Actual money amount entered

11. Gift Card

11.3 **Gift Card List: Main Menu → Gift**



(1) [Today]: Gift cards used today

(2) [Today New]: Gift cards created today

(3) [All] All gift cards

(4) [Bal > 0]: Gifts with left over balance

(5) [Scan card]: Transaction check after scanning

(6) Specific gift card selection

(7) Transaction list of selected gift card

(6) Create new Promotion (free) gift card

- Screen where gift cards can be examined
- Promotion gift cards are also created here